



THE RESIDENT MAKES THE DIFFERENCE

HOUSING OPPORTUNITIES UNLIMITED (HOU)

OFFICE ASSOCIATE

Housing Opportunities Unlimited (HOU) offers relocation and resident services to clients focused on affordable and mixed income housing communities. HOU specializes in providing direct assistance to residents impacted by renovation and unit rehabilitation projects. HOU's mission is to ensure that the residents affected by the revitalization of their community are treated fairly, in accordance with compliance guidelines, to experience minimal physical and emotional stress during this process. Simultaneously, HOU ensures that the clients' projects are completed in a timely and cost-effective manner. HOU's skilled and professional team has expertise in a wide range of relocation and resident support services.

Location: Boston, MA

Reports to: Senior Accountant

Salary: Commensurate with experience **Hours:** Full-Time Employee

Goals & Objectives:

Assist in the overall promotion of HOU's production and efficiency across the country through successful organization and timely response of staff requests while anticipating their needs. The Office Associate's primary goal is to assist staff with necessary information and support in order to create and maintain efficient site operations. The ideal candidate will foresee problems that could arise for site staff in relation to their needs from the main office, always respond promptly to colleagues' requests and inquiries, have a positive attitude, and be willing to lend a hand where needed. This role will support the Leadership Team in furthering HOU's agenda.

Duties and Responsibilities:

Main Office Operations and Management

- Keep all necessary consumables, office and other supplies in stock by maintaining inventory and proactively ordering.

- Greet and appropriately assist or direct all office visitors, and answer phones during business hours with a positive attitude. Check voicemails every morning from previous evening.
- Assist with main office systems and equipment maintenance, as needed.
- Work with Leadership Team on various projects as they arise.
- Manage incoming and outgoing mail from main office as well as manage funds and receipts for postage machine.
- Manage with leadership directive applicable event sponsorship opportunities, staff invitations, registrations and manage calendar events.
- Enter bills into Concur, HOU's automated Accounts Payable system.
- Complete reconciliation of monthly HOU credit card accounts.
- Assist in the collection and creation of content for HOU's Newsletter "*Site to Site*."
- Provide assistance to the CEO/Owner and Leadership Team, as needed.
- Other duties as assigned.

Project/Contract SetUp

- Assist with each project site maintenance including ordering supplies and office equipment, setting up landline/Internet service, working with IT and other site set-up tasks that are required.
- Assist with setting-up training for site staff and manage training document distribution.
- Answer staff questions or refer inquiries to appropriate contacts at HOU.
- Maintain files for each site with the most up to date documentation as needed.
- Other duties as assigned.

Experience and Requirements

- College graduate with a four year degree preferred, but not required.
- Bilingual (English/Spanish) speaker preferred.
- Excellent customer service.
- Strong verbal and written communication skills.
- Exceptional organizational and multitasking skills
- Demonstrate integrity, dependability, accountability, flexibility, a strong work ethic, and empathy.
- Passion and understanding for HOU's mission and values.
- Proficient in basic computer skills including Microsoft Office, G Suite and project management tools.
- Some familiarity and understanding of Quickbooks.