



Bloomington Housing Authority

1007 N Summit St (812) 339-3491
Bloomington, IN 47404 fax: (812) 339-7177

Job Opening Announcement

May 2, 2022

Office Coordinator I

Job Status: Full-Time
Shift: 8:00 AM - 4:00 PM
Days: Mon., Tue., Wed., Thu., Fri.
Details: Posted on November 13th, 2023 and is open until filled.

The Bloomington Housing Authority is seeking an Office Coordinator who is a self-motivated, highly organized individual who communicates well with people of all backgrounds and personalities and who possesses the ability to work well in a fast paced environment. The person in this position must be able to diffuse a potentially unpleasant or volatile situation. Additionally, this person must have the ability to work individually or in a group and be comfortable giving and taking direction.

Essential Duties and Responsibilities:

- Open and unlock lobby door and retrieve items from the drop box.
- Greet the public and issue introductory forms and ensure forms are properly completed.
- Answer client questions, or direct questions to the appropriate personnel.
- Operate telephone, answer or direct calls to appropriate personnel, maintain an appropriate log.
- Stamp and distribute incoming mail and paperwork to appropriate personnel.
- Receive rents and enter into accounts receivable.
- Take, track and send letters when repayment agreements are late for HCV.
- Notify appropriate staff when necessary for maintenance emergencies.
- Issue and file parking permits for low rent housing residents.
- Track and obtain signed HAP contract and leases from landlords.
- Prepare and fax/mail any necessary forms as needed.
- Assist in maintaining and updating policies, procedures, and forms as necessary for Affordable Housing and HCV.
- Prepare documents as requested for the Property Managers and HCV Program Manager.
- Assist applicants, residents, landlords/managers, or agencies when necessary, including legal services and agencies that provide economic assistance.
- Inform Property Manager/ HCV Program Manager of any relevant information, problems, or questions.
- Assist in maintaining and updating information regarding local social services. When possible it should include addresses and telephone numbers.
- Schedule and record appointments for staff.



- Ensure correspondence regarding HCV inspections/rent adjustment letters are faxed and/or mailed in a timely manner.
- Maintain office machines such as copiers and shredder. Call vendors when service needed.
- Develop briefing packets for both Affordable Housing and HCV.
- Print HCV annual inspection books as needed.
- Must be trained to properly handle Resident Gas Leak or Odor Complaints and respond accordingly.
- Keep file for pet contacts updated, collect and track pet deposits, keep vaccination records current, remind tenants of updates in a timely manner.
- Close work orders and help with filing in Maintenance Department.
- Assist Office Coordinator II.
- Perform other reasonable duties as requested.

Behavioral Skills:

- Self-directed with the ability to successfully solve problems independently;
- Ability to make sound decisions;
- Establish and maintain good working relationships with others;
- Detailed oriented;
- Ability to keep certain information confidential;
- Communicate well with others (oral and written) with good organizational skills;
- Excellent attendance record;
- Able to give and receive constructive criticism;
- Ability to embrace change, and
- Commitment to BHA Mission.

Technical Skills:

- Must have experience with Word, Excel and Account Receivable.
- Must have basic computer proficiency, typing skills (60 wpm) and writing skills.
- Must be willing to learn and be able to discuss all programs administered by the BHA with prospective clients, agencies, and interested community members.

Working Conditions:

- The majority of the work is located indoors at a desk workstation.

Qualifications:

- **Education:** Must have equivalency of high school education via diploma/GED.
- **Experience:** One to two years of relevant experience. Must have a working phone and reliable transportation.
- **Certificates & Licenses:** Valid State Issued Drivers' License and insured.
- **Other Requirements:** Authorized to work in the United States (The BHA validates authorization to work using e-Verify.)

Benefits (Full Time Only):

- 401(k) Retirement Plan
- Health Insurance
- Health Savings Account contribution
- Dental Insurance
- Vision Insurance
- Employee Assistance Program



- Life Insurance
- Paid Time Off
- Personal Time
- Paid Holidays

Salary Range based on a 35 hour/week: \$15.35-\$19.44/hour (\$27,934.49-\$35,386.58 annually)

****How to Apply:** Interested applicants should submit a **cover letter and resume** to Ashley Spradley, Administrative Assistant at aspradley@blha.net. **

About BHA: The Bloomington Housing Authority was established in 1961 while its first development of affordable housing units was completed in 1968. Currently, the BHA employs a staff of 29 employees and provides housing assistance to over 2,500 Monroe County households each year. The BHA operates three affordable housing communities and provides more than 1,300 Housing Choice Vouchers, also known as Section 8, that allow income eligible families to rent in the private market. Along with housing assistance, the BHA maintains active service coordination programs including the Family Self-Sufficiency Program and Community of Empowerment Program. In July 2018, the BHA released its current Strategic Direction 2018-2030 Plan called “Bloomington Housing Forward” which outlined affordable housing portfolio preservation and improvements through the HUD RAD program among many other goals. More information about BHA can be found online at www.bhaindiana.net.

BHA is an equal opportunity employer and does not discriminate against any employee or applicant because of race, color, sex, religion, age, sexual orientation, familial status, disability, handicap, national origin, ancestry, gender identity, veteran status, military status, housing status or any status protected under federal, state or local law.

