



## Bloomington Housing Authority

1007 N Summit St  
Bloomington, IN 47404

(812) 339-3491  
fax: (812) 339-7177

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# OFFICE COORDINATOR I JOB DESCRIPTION

**Position Title:** Office Coordinator I  
**Department:** Property Management/Housing Choice Voucher Program  
**Reports To:** Property Manager / HCV Manager  
**FLSA Status:** Non-Exempt  
**Schedule:** 35 hours per week  
**Salary Range:** \$31,337.33 – \$43,378.19  
**Starting Range:** \$31,337.33 – \$36,328.55

## POSITION SUMMARY

The Office Coordinator I provides administrative, customer service, and clerical support to BHA's Housing Choice Voucher Program (HCVP) and Property Management operations. This position works at the front desk and serves as an important point of contact for residents, applicants, landlords, agencies, vendors, and members of the public and is responsible for providing professional, courteous, and accurate assistance.

The position requires strong organization, communication, computer, and customer service skills; the ability to manage multiple priorities in a fast-paced environment; and the ability to respond calmly and professionally to difficult or potentially volatile situations. The Office Coordinator I works independently on routine assignments while following established procedures and direction from the HCV Program Manager, Property Manager, and other authorized supervisors.

## SUPERVISORY RESPONSIBILITIES

- None

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed below are not exhaustive and may be modified as organizational needs change. Employees may be assigned additional duties that are reasonably related to the position.

- Open and secure the office lobby, turning on lights and retrieving items from designated drop boxes.
- Greet residents, applicants, landlords, vendors, agencies, and members of the public and provide professional, courteous assistance.
- Provide introductory, application, program, and other forms and assist individuals in understanding how to properly complete required documents.

- Answer routine questions regarding BHA programs, procedures, services, and processes and refer questions outside the scope of the position to the appropriate BHA staff member.
- Operate the telephone system, answer and direct calls appropriately, and maintain required call or message logs.
- Receive, date-stamp, sort, distribute, scan, fax, mail, and file incoming correspondence, documents, and other paperwork.
- Receive rent and other applicable payments and accurately enter transactions into accounts receivable systems.
- Track repayment agreements and send required notices when payments are late or otherwise require follow-up.
- Notify appropriate BHA staff of maintenance emergencies, resident concerns, safety issues, or other urgent matters.
- Issue and maintain parking permits for applicable Affordable Housing residents.
- Track, obtain, and maintain required signatures and documentation for HAP contracts, leases, and related landlord documentation.
- Prepare, fax, mail, scan, copy, and distribute forms, correspondence, and other documents as requested.
- Prepare documents, reports, correspondence, briefing materials, and other information for Property Managers and the HCV Program Manager.
- Assist applicants, residents, landlords/property managers, agencies, legal service providers, and community organizations with routine requests and direct individuals to appropriate resources when additional assistance is needed.
- Maintain current information regarding local social services and community resources, including contact information when available.
- Schedule and maintain appointments and calendars for assigned staff.
- Ensure HCV inspection, rent adjustment, and other time-sensitive correspondence is prepared and mailed, faxed, or otherwise transmitted within required timeframes.
- Assist with maintaining and updating BHA policies, procedures, forms, and administrative materials related to Affordable Housing and HCV operations.
- Maintain office equipment, including copiers and shredders, and contact appropriate vendors for service or repair as needed.
- Develop and assemble briefing packets and other materials for Affordable Housing and HCV operations.
- Print and prepare HCV annual inspection books and other program materials as needed.
- Follow established procedures for receiving and appropriately responding to resident reports of gas leaks, gas odors, or other emergency conditions and promptly notify appropriate personnel.
- Maintain pet-related records, including pet contact information, deposits, and vaccination documentation, and provide required reminders or follow-up regarding updates.
- Assist with closing work orders and maintaining appropriate documentation and filing for the Maintenance Department.
- Assist the Office Coordinator II and other administrative staff as assigned.
- Maintain confidentiality and protect resident, applicant, employee, financial, and other sensitive information in accordance with BHA policies and applicable requirements.
- Use BHA computer systems, email, telephone, document management, accounts receivable, and other technology required to perform assigned duties.
- Maintain accurate records and complete assigned documentation in a timely manner.
- Follow established BHA policies, procedures, program requirements, safety practices, and applicable laws and regulations.

- Communicate relevant information, problems, resident concerns, and questions promptly to the HCV Program Manager, Property Manager, or other appropriate staff.
- Interact professionally and respectfully with residents, applicants, coworkers, landlords, contractors, vendors, agencies, and the public, including during difficult or stressful interactions.
- Maintain reliable attendance and arrive prepared for scheduled work.
- Participate in required training and continuing skill development.
- Perform other duties reasonably related to the position as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of or ability to learn BHA programs, policies, procedures, and administrative processes.
- Working knowledge of Microsoft Word, Excel, email, and other common office technology.
- Ability to learn and accurately use accounts receivable, housing program, document management, and other BHA systems.
- Strong organizational skills and the ability to manage multiple tasks, deadlines, and priorities.
- Ability to type efficiently and accurately and produce professional written correspondence and documentation.
- Ability to communicate clearly, professionally, and respectfully with people from diverse backgrounds and circumstances.
- Ability to provide effective customer service while maintaining appropriate professional boundaries.
- Ability to remain calm, professional, and respectful when dealing with difficult, upset, or potentially volatile situations.
- Ability to understand and follow written and verbal instructions, policies, procedures, and program requirements.
- Ability to maintain accurate and confidential records.
- Ability to recognize matters requiring additional assistance or supervisory direction and refer them appropriately.
- Ability to work independently on routine assignments while functioning effectively as part of a team.
- Ability to handle sensitive information with discretion.
- Ability to establish and maintain effective working relationships with residents, applicants, landlords, coworkers, supervisors, agencies, vendors, and the public.
- Ability to perform the essential functions of the position, with or without reasonable accommodation.

## **EDUCATION AND EXPERIENCE**

### **Required Education and Experience**

- High school diploma or GED.
- Previous administrative, clerical, customer service, housing, property management, financial, or related experience; or an equivalent combination of education, training, and experience that demonstrates the ability to perform the essential functions of the position.

### **Preferred Education and Experience**

- One year or more of administrative, clerical, customer service, housing, property management, or related experience.
- Experience working with confidential records, financial transactions, or public-facing programs.
- Experience with Microsoft Word, Excel, accounts receivable, or housing/property management software.
- Experience working in a housing, human services, government, nonprofit, or other community-service environment.

## **MINIMUM EMPLOYMENT REQUIREMENTS**

- Legally authorized to work in the United States. BHA participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S.
- Successful completion of pre-employment screenings including a drug screening and background check.
- Completion of required safety, compliance, and job-specific training.
- Maintenance of any licenses or certifications required for assigned work.

## **PHYSICAL DEMANDS**

The position requires regular use of a computer, telephone, office equipment, and standard office materials. The position may require prolonged periods of sitting as well as standing, walking, reaching, handling, bending, stooping, kneeling, and occasional lifting and carrying of office materials, files, boxes, or supplies.

The position requires sufficient vision and hearing to operate office equipment, read documents and computer screens, recognize information, and communicate effectively with others.

Physical requirements may vary by assignment. The physical requirements are not intended to exclude qualified individuals based on disability. Reasonable accommodation will be considered in accordance with applicable law.

## **WORK ENVIRONMENT**

Work is primarily performed indoors in a professional office environment with climate-controlled conditions. The position involves regular interaction with residents, applicants, landlords, vendors, agencies, coworkers, and members of the public. Limited outdoor activity or travel between BHA facilities may occasionally be required.

The position may involve exposure to difficult, stressful, or emotionally charged interactions and occasional visits to BHA properties or other locations as necessary to perform assigned duties.

Employees are expected to maintain professional conduct, protect confidential information, follow applicable safety procedures, and appropriately report situations that present safety or security concerns.

## **PERFORMANCE AND CAREER DEVELOPMENT**

Office Coordinator I is an entry-level administrative classification. Employees are expected to progressively develop proficiency in BHA programs and procedures, customer service, administrative systems, records management, financial transactions, communication, problem-solving, confidentiality, and other responsibilities associated with the position.

Demonstrated competency, accuracy, independence, quality of work, judgment, customer service, training completion, and ability to assume increasingly complex responsibilities may be considered in performance evaluations, salary progression, and advancement to higher administrative classifications.

## EQUAL EMPLOYMENT OPPORTUNITY

Bloomington Housing Authority is committed to equal employment opportunity and does not discriminate on the basis of age, race, color, ancestry, citizenship status, national origin, religion, gender expression, gender identity, sex, actual or perceived sexual orientation, marital status, number of dependents, political affiliation/belief, veteran status, pregnancy, disability, or any other characteristic protected by federal, state or local laws.

*This job description describes the essential functions and general requirements of the position and is not intended to be an exhaustive list of all duties that may be assigned. Duties may vary based on operational needs, property conditions, emergencies, seasonal requirements, and employee competency.*

*Strengthening opportunity - beginning, but not ending, with housing.*

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