



## Position Description

**Title:** Intake Coordinator/Administrative Assistant

**Reports To:** Property and Administrative Services Manager

**FLSA:** 32.5 hours/week hourly, full-time benefits eligible

**Salary:** \$33,800/year

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**Organization Overview:** Founded in 1967 through the efforts of citizens concerned about the lack of decent, affordable housing, HOME, Inc. is the oldest private, non-profit housing organization in Des Moines. HOME, Inc. believes that quality, affordable housing provides the foundation that enables people to stabilize and improve their lives. HOME, Inc.'s mission is to meet individuals and families where they are in their housing journey create opportunities for quality affordable housing through the development of affordable housing, revitalizing low-income neighborhoods, counseling individuals and families so they obtain and retain housing, and providing education to tenants and landlords to improve rental relationships.

**Job Purpose/General Summary:** The Administrative Services Assistant will provide support to the HOME, Inc. team by acting as an initial point of contact for the public, performing data entry and general office tasks.

### Essential Duties and Responsibilities:

- Lock and/or unlock office doors punctually during designated office hours.
- Greet all office visitors, provide general information, complete initial intake, route to appropriate staff, and assist with scheduling of appointments as applicable.
- Answer telephone, provide general information, complete initial intake, route caller to appropriate staff, and assist with scheduling of appointments as applicable.
- Maintain office and conference room schedule.
- Maintain assigned files and filing systems.
- Provide copying and other clerical support to staff.
- Open and distribute incoming mail, apply postage to outgoing mail and take to postal box or office.
- Assist with mailings as assigned.
- Maintain staff and program manuals.
- Schedule staff, board, and other meetings as assigned.
- Maintain meeting minutes.
- Assist staff with miscellaneous projects.



- Maintain up-to-date mailing, contributor, property, homeownership family, staff, board and other lists as assigned.
- Survey clients via telephone and record results in client database.
- Pull reports from internal database and record data in off-site databases.
- Assist data entry as assigned.
- Maintain office and staff supply inventory and purchase supplies upon approval.
- Maintain office printing inventory and purchase printing supplies upon approval.
- Maintain handbook, brochure, and promotional literature inventories.
- Arrange for office and equipment repairs as needed.

### **Required Skills and Abilities**

- Must demonstrate respect for and patience with persons of all ethnic, racial, sexual, and socio-economic backgrounds.
- Must have at least a high school diploma or equivalent, plus two years' experience in similar work.
- Must be proficient in most current version of Microsoft Office.
- Must be punctual, dependable, detail-oriented, able to multi-task and work under pressure.
- Excellent verbal and written communication skills.
- Fluency in more than one language is highly desired.

***Please submit resume and cover letter to [Woerdeman.carrie@homeincdsm.org](mailto:Woerdeman.carrie@homeincdsm.org).***

***HOME, Inc. is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.***