

Spanish Coalition for Housing

Job Description

Position: Receptionist

Program: Pre-purchase / Default Counseling Department

Reports To: Program Manager

General

Greeting, directing all clients and answering all incoming calls and maintaining office organized and files updated. Responsible for providing support to Pre-purchase/Default Department to insure quality service to all clients. Conduct a comprehensive intake process to insure that complete, relevant and updated information is documented on all clients. Maintaining office organized and all files current.

Responsibilities

- Greet and direct all walk-in clients at reception area.
- Assign a client number on database. Prepare file on client for counselor.
- Answers all incoming calls, log in all appointments for counselors.
- Make copies of letters that the clients bring in and make decision on whether the client needs an appointment or only needs to bring in necessary documents. Assist counselors by faxing over documents to mortgage company.
- Assist Counselors in making copies, preparing packages and other assistance as needed.
- Assist in follow-up for Counselors and input info into database.
- Make sure that all 1003's have been faxed over for clients who are taking the pre-purchase class and are closing.
- Prepare packages for Pre-purchase sessions.
- Checking on voice mail messages several times a day and returning calls to make appointments when requested by clients.
- Writing detailed messages and giving it the appropriate person.
- Sending out form letter to remind clients of appointments made and what documents they need to bring. This should be done as soon as appointment is scheduled.
- Sending out follow-up letters to Pre-purchase clients four days before appointment is scheduled.
- Maintain applicant's file in organized and updated manner.
- Preparing of bulk mailings- printing of labels.
- Assist with data entry of client files for all homebuyer programs.
- Other general office duties as needed.

Qualifications

- Demonstrate effective customer service and communication skills.
- Able to handle high volume and constant number of calls.
- Must have friendly, patient and professional phone manner.
- Bilingual (Spanish & English) required.
- Must be dependable, dedicated and flexible in regards to working some evening and/or weekend hours.

Salary: Negotiable depending upon experience + benefits (health, dental, vacations, holidays, etc.)

Send resume to: Celena Santiago, Program Manager, 4037 W. North Ave., (773)342-7575, or e-mail csantiago@sc4housing.org