

# FAIR HOUSING INTAKE SPECIALIST

## ARIZONA FAIR HOUSING CENTER

### **DEFINITION:**

Under supervision of the Executive Director and Deputy Director, performs a diverse range of duties involved in fair housing laws.

### **RESPONSIBILITIES:**

- Screen clients for fair housing counseling, collecting necessary information for initial intake
- Answer general questions from renters/homeowners and discuss agency services with potential clients about the fair housing and foreclosure prevention programs via phone, in-person, and email; refer non-fair housing callers and fair housing calls outside of our service area to other organizations and provide them with resources as appropriate.
- Work with housing counseling team to update intake process for maximum efficiency and effectiveness.
- Prepare and submit data to be included in reports.
- Network with other service providers to strengthen services and referrals.
- Stay current on resources for clients, providing up-to-date, viable referrals and resources for all clients and updating resources on an ongoing basis, including COVID-related educational resources.
- Maintain accurate client files in database.
- Other duties as assigned.

### **QUALIFICATIONS**

- Experience and/or training regarding housing issues and HUD related program reporting.
- Bilingual (English/Spanish and /or Asian Languages) speaking and written skills are desirable.
- Commitment to fair housing and civil rights.
- Strong analytical and organization skills and ability to manage multiple cases.
- Self-motivation and ability to meet project deadlines and maintain accurate records.
- Ability to work effectively with a diverse community and with patience, tact, and respect when interacting with the public and other staff.
- Ability to represent AZFHC effectively in a professional and exceptional manner.
- Experience with Microsoft Word, Excel, Salesforce, PowerPoint, and other software desirable.

The AZFHC is an Equal Opportunity Employer