

OFFICE ADMINISTRATOR

COMPENSATION: \$27,000 - \$40,000

FLSA: Non-Exempt

LOCATION: Offices Nationwide

CONTACT: jobs@naca.com or 617-250-6222 ext.1221

BENEFITS: Comprehensive package: single/family health, vision, dental, 401(k) and more

WEBSITE: www.naca.com

NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with over two million Members through over forty-five offices nationwide. Over the past thirty years NACA has established a track record that has earned both the respect and fear from others in the lending industry. NACA stands out in the following areas: 1) It is the most effective organization in the country in providing affordable homeownership; 2) It is the place to work to fight for economic justice for those dedicated and willing to work hard; and 3) It provides unprecedented opportunities for staff to do well financially by doing good.

Started in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals that engaged in predatory and discriminatory lending. NACA's success is a result of its aggressive, confrontational advocacy and state-of-the-art systems and operations. The purchase program provides comprehensive counseling as HUD's largest housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage: no down payment, no closing costs, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has over \$15 billion in mortgage commitments from the country's largest lenders to support this program. Through its HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this track record of success, NACA is undertaking rapid expansion across the country with the hiring of many additional staff nationwide. NACA continues its aggressive advocacy in fighting for economic justice for low-to-moderate income people and communities. In addition to affordable homeownership, NACA takes on economic justice issues such as student debt, tax equity, income inequality, environmental and other issues. Employees at NACA have a tremendous impact on the communities and the Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

OFFICE ADMINISTRATOR

The Office Administrator ("OA") is responsible for both providing direct administrative services and the overall performance of the office. The position requires very strong administrative skills in a fast-paced environment. The streamlined structure of a NACA office is for the OA to provide direct administrative services including answering the phones, greet clients and manage the front desk. In many offices the OA is the only administrative person. The OA is also be responsible for the overall office operations including customer service, time management of all office staff, supervision of other administrative staff, and other office functions. While the OA

does not have supervisory responsibility of the production staff, he/she is to monitor their activities.

The OA must be able to multi-task including answering the phone, welcoming clients coming for appointments, addressing customer issues, overseeing the time and attendance of the staff and other office functions. The OA will use all resources available to reach company standards and to ensure outstanding customer service. The actual responsibilities will vary depending on the needs of the offices and NACA's ongoing activities.

The OA provides a well-organized and customer focused office operations and effectively communicates with staff and management. The OA ensures adherence and enforcement of the office to NACA policies and procedures. The OA must demonstrate professionalism, maintain a positive work environment while remaining alert to potential risks, concerns and violations. It is important that the OA is knowledgeable of NACA's programs to encourage participation and support of NACA's programs and mission.

JOB RESPONSIBILITIES:

- Answer front desk phone, manage office voice mails and emails
- Address issues for Members coming for appointments
- Assist people who visit the office with questions or who need assistance
- Schedule and confirm counseling appointments and manage waiting list
- Manage payroll and time and attendance for all staff
- Manage bi-weekly Saturday Home Buyer Workshops and weekly Purchase workshops
- Manage onboarding of new hires on administrative functions
- Manage office supplies
- Manage office space with attention to health and safety concerns
- Manage volunteer and participation activities for NACA Members and others
- Monitor counseling appointment requirements, confirmations, and actions plans
- Monitor counseling appointments and sessions for bank applications
- Monitor services provided by MCs, real estate agents, third-party vendors and others
- Other duties as assigned

TIME DEMANDS:

40 to 45 hours weekly. During a work day he/she must work from a NACA office from 8:30 a.m. to 5:30 p.m.

COMPENSATION:

The pay rate is \$13 to \$18 per hour (or \$27,000 to \$40,000 annually) based on experience, skills, degrees, and certifications. The candidate's performance evaluation and future compensation is largely based on meeting the Job Responsibilities, Competencies and Skills stated herein.

JOB QUALIFICATIONS

NACA seeks leaders with a positive and open attitude, a strong work ethic and relentless commitment to success with attention to detail and ability to meet aggressive deadlines and ambitious goals. S/he is expected to have a high level of core competencies and skills included in one's personal characteristics and professional experiences in the following areas:

communication, organizational skills, professional skills, professionalism, customer service, time management, positive leadership, computer skills and being mission-driven. The **Core Competencies & Skills** are described in detail at www.naca.com.

EDUCATION:

- Bachelor's degree - Preferred
- Mortgage and/or real estate courses - Preferred

EXPERIENCE:

- Three and more years of Administrative experience required
- Office Manager experience preferred
- Strong customer service skills.
- Strong organizational skills.
- Energy and enthusiasm for NACA's mission
- Ability to work independently with minimal supervision.
- Ability to speak languages other than English, particularly Spanish, is a plus.

APPLICATION PROCESS

Applicants must complete the application at www.naca.com.

NACA is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in Spanish, as well as second change applicants are strongly encouraged to apply. To follow-up and for inquiries regarding this and other positions contact NACA's HR Department at jobs@naca.com or call 617-250-6222 ext.1221.

This job description is solely for descriptive purposes with NACA reserving the right to make unilateral changes to this job description including the compensation for all staff or on an individual basis. NACA may also change the compensation during campaigns, activities and events at its discretion. This does not constitute a contract for employment. Nothing herein shall limit NACA in its sole discretion from terminating a Counselor for any reason or no reason with employment on an "at-will" basis.