



About Lawrence CommunityWorks

Lawrence CommunityWorks, Inc. is a community development corporation that weaves together community planning, organizing, and asset-building efforts with high-quality affordable housing and commercial development to create vibrant neighborhoods and empowered residents. By facilitating conversations and action on community priorities, LCW engages partners and a network of youth and adult residents in opportunities to move themselves and the city of Lawrence forward.

The **Asset Building Department** provides financial, homeownership and employment program strategies with the objective of helping low- and moderate-income residents achieve greater financial stability and long-term upward economic mobility. We accomplish this by delivering services that equip residents with financial knowledge and skills, provide ongoing social and community support, and present an empowering and motivating environment that fosters ongoing personal and community progress and success.

Position: Housing Stabilization Administrative Assistant

The **Housing Stabilization Administrative Assistant** will provide administrative support to programs within the Rental and Financial Counseling Programs. They will serve as a support person to the staff in all aspects of programming.

Responsibilities

- Serves as first point of contact for participants seeking housing stabilization services, providing excellent customer service
- Assist participants with completing intake application packages and other related documents
- Manages Rental coaches' appointment calendar and registers individuals for workshops/events
- Calls clients for reminders, follow-ups rescheduling and cancellations
- Conducts accurate data entry and recordkeeping into client management systems (CMS) including entering and maintaining accurate and timely notes reflecting client activity
- Set up workshop and events in Non-Profit Easy database
- Assist with coordinating orientations, workshops, and other department related events
- Participate in the marketing, outreach of Asset Building programs and the organization
- Protects client private and confidential information to the highest level of security according to agency standards
- Receive workshops and program fee payments and processes them accordingly
- Maintain excellent time management skills and the ability to prioritize work
- Maintain updated forms
- Maintain and organize client files per department standard practices: for paper and digital formats.
- Orienting members to programs and fielding needs/concerns of members
- Responsible for covering the Reception area as needed
- Attend agency meetings and initiatives as assigned
- Any other duties as assigned by Management.

Qualifications

- Exceptional customer service skills
- High school diploma or equivalent



Our House Campus 168 Newbury Street · Lawrence, MA 01841

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- Well-organized
- Energetic work attitude
- Accurate and detailed
- Data Entry and Record Keeping
- Cash Handling
- Strong sense of property and respect
- Problem-solving and critical thinking skills
- Good verbal and written communications skills
- Ability to Multi-task
- Teamwork and collaboration skills
- Bilingual - Fluent in Spanish and English
- Strong computer skills (MS Office Suite, Email, Web)
- Self-starter who can work independently
- Highly dependable, flexible and punctual
- Must have transportation and able to travel occasionally
- Analytical, results oriented, critical and independent thinker
- Excellent organizational skills and ability to proactively manage multiple priorities
- Demonstrated ability to build and maintain multi-level relationships and networks – junior and senior, for-profit and nonprofit, and with diverse backgrounds
- Willingness to learn, absorb, and practice LCW's *Network-centric* approach to community-building
- Remain focused in the face of pressure, deliver against timelines, not intimidated by tasks/time limitations
- Excellent written and oral communication and interpersonal skills
- Fluency in Spanish and English preferred

This is full time position of 40 hours per week, typically Monday – Friday 10 - 6., **with some evenings and Saturdays required.**

Compensation and Benefits

Salary: commensurate with experience

Benefits: Health, Life, Dental, Retirement, Vacation, Personal, Sick

Please send cover letter and resume to:

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