

ESCAMBIA PENSACOLA HUMAN RELATIONS COMMISSION

Fair Housing Specialist

Job Description

Job Title: Fair Housing Specialist

Department: Housing Department

Supervisor: Executive Director

FLSA Status: Non-Exempt (Full-Time – 40 hours per week)

GENERAL DESCRIPTION

The Escambia Pensacola Human Relations Commission is an established nonprofit, civil rights organization. We are currently seeking an investigative intake specialist to answer complaint calls, conduct intakes, and assist with investigations. The specialist is committed to adhere to federal and state regulations and guidelines as they pertain to applicable fair housing practices including being creative and adaptive, trustworthy and with integrity, an intentional and thoughtful communicator, an intentional contributor to a positive work environment, growth-focused, and collaborative. The Escambia Pensacola Human Relations Commission strives to create a positive, supportive, efficient, and effective workplace that encourages staff to provide superior service and excel as professionals.

Knowledge of fair housing is preferred, but training will be provided to the right candidate. You must be dedicated to social justice, social equity, and civil rights and be excited to become an integral part of our fair housing enforcement. This position will require excellent communication skills. Previous call center or case management experience may be useful. You will be the first point of contact for people who may have experienced illegal housing discrimination and will initiate investigations into allegations of illegal housing discrimination. We are looking for someone who embraces technology, has attention to detail, and is an excellent listener. The ideal candidate will be positive, kind, and have a sense of humor.

Work is performed with considerable independence, in consultation with the Executive Director, and is reviewed through conferences, reports, and observation of results obtained. This employee is under the supervision of the Executive Director.

Core Responsibilities:

- Assist people who have experienced illegal housing discrimination
- Interact with the public on the phone and in-person
- Assist with fair housing enforcement activities
- Help to establish fair housing complaints, conduct research, and monitor trends
- Provide fair housing trainings
- Attend events and develop partnerships
- Maintain files and records
- Receive, direct and process incoming calls and handle specific telephone inquiries
- Effectively complete complaint intake and screening process when callers present potential housing discrimination situations
- Effectively provide referrals to callers with non-housing discrimination situations
- Evaluate intake complaints with management staff
- Work with clients to empower them to self-advocate, particularly with submitting reasonable accommodations and modifications



- Assist with investigation of fair housing allegations
- Analyze case evidence
- Assist with the referral of credible and legitimate fair housing complaints to HUD, and other local entities that may provide assistance resolving issues
- Advocate for complainants throughout the administrative complaint process, including assisting in drafting complaints, rebuttals, and preparing client for conciliation meetings
- Maintain detailed records of case activity to be used in grant reporting
- Coordinate mailings and emails
- Exhibit a high level of personal energy and commitment to the HRC mission
- Provide office support when needed
- Provide general office support to Administrative Assistant / Office Manager
- Assume other responsibilities as assigned by the Executive Director

Minimum Qualifications

- Bachelor's degree or comparable experience
- 3+ years in a related field
- Comfortable with technology
- Excellent verbal and written communication skills
- Experience in working effectively and respectfully with individuals from diverse backgrounds
- Ability to maintain consistent professional composure and exercise excellent interpersonal skills, even in challenging and emotionally heightened situations
- Experience in case management, particularly regarding confidential and sensitive issues
- Previous intake and/or case management experience
- Ability to handle complex and often high-volume intake case load
- Strong organization skills
- Attention to detail
- Ability to interview potential complainants in an effective yet compassionate manner
- Competency in computer hardware operation and excellent capabilities with software, including Microsoft Office 365 required
- Ability to comprehend legal issues and explain them to the general public
- Dedication and support for civil rights and fair housing issues
- Professionalism

Additional Desirable Qualifications:

- Demonstrated sensitivity to the needs of a diverse population
- Mediation training and experience
- Demonstrated success in implementing policies and strategies to achieve organizational goals and objectives for diversity and human rights
- Knowledge of and/or experience with human rights advocacy
- Ability to develop and conduct affirmative action, human rights, diversity, or related training
- Knowledge of community resources
- Ability to establish and maintain effective working relationships with citizens, community organizations, government officials, fellow employees, and Commission members



Licenses/Certificates and/or Special Requirements

Valid Motor Vehicle Operator's License
HUD Counseling Certification a plus

Our Employees Receive: Competitive pay
Excellent work/life balance
Flexible work schedule and autonomy

Salary: \$37,440.00 Annual – (\$18.00 per hour)

Experience: Relevant – 5 years preferred
Education – Bachelor's Degree Required

Physical Requirements Necessary to Perform This Job:

Regular working conditions include periods of time working at a desk, sitting, or standing. Reliable transportation is required for frequent community outreach. This is an hourly position. Anticipated work schedule follows general 'business hours' but requires flexibility to meet after-hour and weekend obligations, with no fewer than 40 hours per week expected.

To apply, email your cover letter, including salary requirements and resume to ghenderson@ephrc.com. No calls please. Escambia Pensacola Human Relations Commission does not offer relocation assistance.

Escambia Pensacola Human Relations Commission is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin, or disability.

