



## Job Description

**JOB TITLE:** Community Programs Coordinator

**DEPARTMENT:** Community Programs

**REPORTS TO:** Associate Director of Community Programs

**STATUS:** Full-Time – Exempt

**GRADE:** 4

### Organizational Background:

Urban Edge is a nonprofit community development organization located in Boston with a mission dedicated to strengthening communities and families. Together, we build affordable housing and vibrant, prosperous neighborhoods. We focus on economic justice through financial counseling, wealth building through homeownership education, anti-displacement through foreclosure prevention, and resident support services as we construct more affordable housing. Located where Boston's Latin Quarter meets its historic African-American neighborhood at the crossroads of Jamaica Plain and Roxbury in Jackson Square, our goal is to foster diverse urban neighborhoods of choice populated by resilient families and sustained by community relationships. In 1974, redlining, real estate speculation, and displacement of low-income families were tearing at the fabric of Boston communities. The determined resident opposition had succeeded in halting the extension of I-95 through the City, but the landscape sustained the scars of cleared land. That's when community leaders came together and founded our agency to rebuild our neighborhood on the "urban edge." To date, we have developed nearly 1,500 units of affordable housing and maintain a portfolio of 1,369 units. Urban Edge's budget for CY22 is approximately \$5.3M, and we currently employ a staff of 30.

### Summary:

The Coordinator will provide administrative and data management support for the Community Programs Department. You will support 7 managers that provide homeownership and credit counseling services using the Salesforce database to assist over 1000 people annually to buy homes and improve their finances. You will work with our staff on special projects to develop processes that improve workflows and data outcomes. Advanced computer skills are required to create organized reports from random data to meet departmental goals. Knowledge of Salesforce, Google products, Visio Process Mapping software and other programs is a plus. When the corporation transitions from virtual to in person classes you will work with the Manager of Homeownership Services to prepare for first time homebuyer classes by setting up classrooms and responding to phone calls, emails and walk-in customers. You will assist by enrolling attendees during the evening and Saturday classes. At the present time we employ a hybrid work schedule which provides the option to work in the office 3 days per week and at home 2 days per week. This could change in the future. In addition we provide excellent benefits.

**Qualifications:****Minimum Required Experience, Education, and Background:**

- At least 1 year of office experience.
- Minimum high school degree. College degree preferred
- Advanced computer skills in Microsoft, Google and Salesforce products.
- Ability to work with and understand people of all ethnic backgrounds and understand the problems of the clients.

**Additional Preferred Experience:**

- Spanish fluency is a plus.

**Application Process:**

- Please forward your resume and cover letter to [careers@urbanedge.org](mailto:careers@urbanedge.org)
- This position would provide a salary of \$20/hour, plus generous benefits.