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**Northwest Neighborhoods CDC**    
6516 Detroit Avenue, Suite 1   
Cleveland, OH  44102-3057   
216-961-4242

**NWN Hub Operations Specialist**

**Reports to**: Director of Community Involvement

**Summary of Position Description**

In the capacity of Hub Operations Specialist, the employee‘s responsibilities include serving as the first point of contact for tenants, residents, partners, and other community stakeholders seeking to engage with the organization. This role will be expected to provide quality service, working to ensure the office and systems work efficiently in order for the organization to serve the community in alignment with our vision, mission, and values.

**Principal Responsibilities**

* Ensure quality service in the front office/HUB and when answering phone calls and emails.
* Receive organizational communications and distribute to partners and staff accordingly.
* Assist residential tenants (and potential tenants) in navigating leasing applications, compliance documentation, rent payment, and maintenance work orders.
* Coordinate communication between tenants and organizational staff.
* Manage room reservations from external partners.
* Maintain inventory of office supplies, ordering supplies as needed following established guidelines.
* Organize and maintain office supply closet.
* Serve as the point person for tech equipment reservations.
* Other duties as assigned.

**Qualifications**

* Proficient in Microsoft Office Suite including Word, Excel, Publisher, and Outlook.
* Ability to learn and navigate new software systems (Yardi)
* Must be organized and work well with others.
* Must be able to multitask and work under pressure.
* Must have good oral and written communication skills.
* Must be able and willing to use healthy conflict-resolution skills, with training.
* Ability to prioritize tasks and meet deadlines.
* Good interpersonal skills and comfort with a wide range of people.
* Ability to provide trauma informed services, with training.
* Ability to take initiative and work with minimal supervision.
* Must be able to be in office, in person, Monday – Friday 8:30am - 5pm
* **Bilingual (English-Spanish) preferred.**

**Physical Demands**

Able to operate a computer and keyboard. May require reaching, standing, walking, grasping and feeling and the ability to lift or move objects up to 20 pounds. May require vocal communication for expressing or exchanging ideas, hearing to perceive information at normal spoken word levels, visual acuity for color perception, preparing and analyzing written or computer data, determining accuracy and thoroughness for work, and observing general surroundings and activities.

**EQUAL OPPORTUNITY**

Northwest Neighborhoods CDC is an Equal Opportunity Employer.

**NWN’s Commitment to Equity and Inclusion**

NWN is committed to creating an inclusive and equitable working environment and is proud to be an equal opportunity employer. Applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, veteran status, or any other protected status. Women, BIPOC, and LGBTQ individuals are encouraged to apply.

*This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Northwest Neighborhoods CDC. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder’s responsibility.*

**COMPENSATION**:

* Full-time position with annual salary of $40,000 - $44,000
* Paid Time Off accrued at the rate of one day per month during the first year of employment, then 18 days beginning the second year of employment.
* Holiday pay including New Year’s Day, Martin Luther King Jr. Day, President’s Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, the Friday after Thanksgiving, and Christmas Day.
* Employer contribution to 403(B) retirement program. Employer will provide a 50% match to the Employee’s contribution up to a maximum of 3% of the employee’s annual salary.
* Competitive health insurance offered with employer contribution.
* Long term disability benefits.

**SEND RESUMES AND COVER LETTERS TO**:

Please e-mail or mail cover letter and resume to:

Northwest Neighborhoods CDC Attn: Emily Bischoff

6516 Detroit Avenue, Suite 1, Cleveland, Ohio 44102

E-MAIL: [ebischoff@nwneighborhoods.org](mailto:ebischoff@nwneighborhoods.org)

NO PHONE CALLS, PLEASE