



Housing Matters Mail Services Coordinator

Description

Housing Matters partners with individuals and families to create pathways out of their homelessness and into permanent housing. Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to joining in our vision that homelessness in Santa Cruz County should be rare, brief, and nonrecurring.

The Mail Services Coordinator is responsible for the professional coordination of participant and agency mail delivered to Housing Matters by the United States Postal Services. Coordinating the provision of mail services to the community of individuals and families experiencing homelessness is a challenging job that requires a steady, even-tempered approach. The Mail Services Coordinator is a vital member of the Daytime Essential Services team that provides safety net, low threshold services.

Typical Job Duties

- Coordinate and provide direct mail services to participants
- Oversee and carry out client intake process for mail service
- Help clients fill out necessary documents to procure mail service at Housing Matters Day Resource Center
- Enter mail clients into HMIS database and track usage
- Maintain client mail files
- Distribute mail to clients and help them send outgoing correspondence
- Other duties assigned

Employment Standards

- Thorough knowledge of
- Data entry skills; ability to use google suite and microsoft office
 - Active listening skills and de-escalation communication methods
 - Office management and organizational skills

Working knowledge of

- Housing Matters policies, procedures and programs
- Mailroom policies and procedures

Ability to:

- Remain calm and collected under pressure and stress
- Organize, sort through and alphabetize large quantities of mail
- Speak to clients with respect, remain patient, and listen empathetically
- Navigate conflict using de-escalation methods
- Adhere to and maintain strict client confidentiality

Qualifications and Training

- Highschool diploma or equivalent
- 1-2 years of office coordination experience

Hours

This is an hourly, non-exempt, full time and benefited position scheduled for 30 hours per week. Health Insurance and PTO benefits begin after a 30-day introductory period. Retirement benefits begin upon the first day of employment.