

**POSITION DESCRIPTION**  
**SENIOR INVESTIGATIONS COORDINATOR**  
**January 2021**

The Fair Housing Center for Rights & Research (The Fair Housing Center) is currently accepting applications for a full-time (35 hours/week) Senior Investigations Coordinator. The Fair Housing Center is a not-for-profit fair housing organization whose mission is to protect and expand fair housing rights, eliminate housing discrimination, and promote integrated communities. The position is based in Cleveland, Ohio, however, staff currently have the ability to work remotely for health and safety purposes in light of the COVID-19 pandemic. We anticipate continuing to do so until it is safe to return to the office.

**General Responsibilities:**

The Senior Investigations Coordinator is responsible for conducting fair housing investigation, enforcement, and advocacy activities. The Senior Investigations Coordinator directly supervises the Investigations Coordinator and Enforcement Intern and reports to the Associate Director.

**Duties:**

- Supervise and work collaboratively with enforcement department staff to ensure that all complaints are investigated and resolved in a timely manner with the highest level of service, competency, and professionalism
- Intake of complaints, inquiries, and other communications from the public
- Educate and counsel individuals on fair housing remedies and procedures
- Develop strategies to assist individuals in addressing their fair housing needs and concerns
- Supervise other enforcement staff in client case management and the development of case management strategies to effectively address individuals' fair housing needs
- Identify appropriate external resources to assist individuals and making referrals when necessary
- Interact with housing providers on behalf of clients
- Assist clients with resolution of fair housing complaints through the administrative complaint process at the Ohio Civil Rights Commission and HUD
- Maintain detailed and accurate contemporaneous electronic and physical records of contact with individuals including actions taken and services provided
- Work with enforcement staff to resolve complaints
- Work collaboratively with other test coordinators to develop fair housing testing strategies and methodologies
- Design and administer fair housing testing, including site selection, assignment and evaluation
- Drafting administrative complaints on behalf of clients and/or the agency
- Recruit, train and supervise fair housing testers
- Coordinate the monitoring of advertisements for compliance with fair housing laws
- Represent The Fair Housing Center at local and statewide meetings
- Help to develop and maintain strong relationships with community groups, housing providers, governmental agencies and other fair housing organizations
- Assist with grant, contract and program compliance and reporting
- Conduct fair housing compliance trainings
- Assist with research for advocacy and reporting
- Maintain a high level of knowledge about fair housing and related laws, the theory and practice of fair housing testing and investigations, as well as administrative and legal procedures and remedies

**Qualifications:**

- Demonstrated commitment to civil rights and fair housing. Knowledge of federal, state, and local fair housing, fair lending, and accessibility laws preferred
- Knowledge of local housing market, real estate practices, and mortgage lending
- Ability to work effectively in a diverse environment and to promote inclusion and equality in all aspects of the organization's work
- Well-organized, detail-oriented, able to work on a number of projects at one time
- Experienced in public speaking
- Excellent oral and written communication skills, interpersonal and supervisory skills
- Ability to communicate effectively with a broad range of individuals and groups
- Ability to select, supervise and evaluate staff
- Three years of supervisory, non-profit and/or case management experience preferred
- Bilingual skills a plus
- Proficiency with Microsoft Excel, Word, and PowerPoint
- Some evening and weekend hours required

**Education:** Bachelor's degree or equivalent work experience

**Salary:** Full-time (35 hours a week), salary (\$34,000 - \$40,000 depending on experience) with benefits (employer paid medical, dental, vision & life insurance, as well as 401(k), paid holidays, vacation and personal days)

**Application Deadline: January 18, 2021 11:59 pm EST**

Please send cover letter, resume, writing sample and list of three professional references by email to:

Carrie Pleasants, Executive Director  
Fair Housing Center for Rights & Research  
[cpleasants@thehousingcenter.org](mailto:cpleasants@thehousingcenter.org)

**Failure to submit all requested materials may result in application being rejected.** No phone calls, please.

The Fair Housing Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, gender identity, sexual orientation, marital status, familial status, national origin, age, disability, ancestry, military status or genetic information. In addition to federal law requirements, The Fair Housing Center complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.