

Brookline Housing Authority

Position Description

Position Title:	Program Specialist – Temp-to-Perm	Department:	Resident Services & Leased Housing
FLSA Status:	Non-Exempt	Approved Date:	April 2026

Summary

The Program Specialist is a dynamic, front-facing role that combines customer service, administrative support, and community engagement. This position serves as the first point of contact for residents, applicants, and visitors while supporting programs and partnerships that enhance quality of life for Brookline Housing Authority residents. This is a fully on-site position.

Key Responsibilities

Customer Service/Reception Support

- Greet visitors and manage incoming calls, providing accurate information about BHA housing programs.
- Direct inquiries to appropriate departments and staff.
- Provide administrative support to Resident Services, Leased Housing, & Admissions Departments.
- Manage incoming and outgoing correspondence (mail, scanning, distribution).
- Maintain a welcoming, organized reception area and up-to-date public materials.

Resident Services Support

Program Development & Implementation

- Develop, support, and implement resident services initiatives that foster community and facilitate resource connections, with a focus on BHA family sites.
- According to time and interest, lead or facilitate occasional workshops based on skills, interests, and identified community needs.

Resident Resources/Communications

- Maintain regular resident services communications and marketing, including monthly newsletters, website updates, social media updates, and other channels.
- Ensure program communications meet accessibility and inclusion standards including translation.
- Maintain and promote up-to-date resident resource guide, including creating/stocking resource packets/gifts for new move-ins.

Resident Outreach & Engagement

- Effectively outreach to, enroll, and engage residents in designated programs, events, and meetings.
 - Call, text, and/or email designated outreach lists.
 - Respond promptly to resident inquiries and referrals.
 - Send reminders and follow up with absent participants.
 - Solicit and integrate resident feedback to ensure programming is responsive to resident interests and needs.
 - Create and assist with flyering and coordination of flyering for BHA events.

Community Partnerships

- Collaborate with new and existing community partners to enhance resident access to relevant resources and programs.

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- Maintain positive relationships with community partners, including maintenance of accurate contact logs; thank you notes, as applicable; attending relevant partner events; and timely responding to all inquiries, tagging appropriate staff.

Community Events & Space Coordination

- Assist with scheduling, setup, access, and use of community and event spaces.
- Serve as evening or weekend community room keyholder for approved activities (eligible for overtime or comp time).
- Maintain community event calendar and room/calendar bookings, with notifications/reminders to appropriate parties.
- Track and produce reports on community event attendance.
- Work with collaborating partners to plan for successful events following RS community event guidelines.

Community Spaces & Technology Access

- Maintain attractive, safe, and well-equipped community and family learning spaces including furnishings, materials, and technology.
 - Notify property manager and RS program director of any cleaning/organizational needs.
 - Serve as point of contact for equipment and space needs in community spaces, ensuring equipment and supplies (paper, ink, Wi-Fi, etc.) are functional and available; securing technical support and recommending equipment or facility upgrades.
- Serve as lead on technology access, including providing regular open-access learning center hours.

Administrative & Operational Support

- Provide general administrative support for resident services programs which may include:
 - Printing, copying, mailing.
 - Ordering and distributing program materials and maintain inventory.
 - Maintaining, organizing, and submitting receipts, gift cards documentation, and program materials according to program guidelines.
 - Collecting and updating program forms.
 - Preparing program reports on community activities and attendance.

Professional Responsibilities

- Notify program director of resident/partner/space needs, issues, and feedback.
- Maintain confidentiality and conflict of interest guidelines.
- Participate in professional development and staff engagement opportunities.
- Other duties as assigned.

All activities must support the mission, strategic goals, and objectives.

Qualifications

- High school diploma and/or 1+ years in community-based programs or related.

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- Demonstrated skills: excellent interpersonal, verbal, and written communication skills; strong organizational skills and attention to detail; strong computer skills (MS Word, Excel, and Outlook). Experience with PHA Web, Inc. housing software a plus. Must have the ability to learn other computer software programs as required by assigned tasks (Google Suite, Canva, others).
- Demonstrated ability to: establish strong, trusting partnerships with participants and colleagues of diverse backgrounds; share, solicit, receive, and grow from feedback.
- Demonstrated characteristics: genuine enthusiasm for community outreach; caring, resourceful, responsible, and adaptable to evolving program needs; physical condition commensurate with program demands.
- Ability to work occasional evenings and additional hours.
- Bilingual in Spanish or Haitian Creole preferred but not required.
- Relevant lived experience is valued.
- Familiarity with Brookline is a plus.

Physical Requirements

- Ability to travel to properties - access to personal vehicle and valid license
- Ability to work on feet for extended periods of time
- Ability to carry/lift up to 25 pounds

Compensation & benefits

Temp-to-Perm – 6 month contract position with potential for permanent hire.

\$24.00- \$26.00/hr.

The BHA offers a competitive salary and strong benefits package including state GIC health insurance, a transit stipend, education allowance, and a defined-benefit pension.

The BHA is an equal opportunity/affirmative action, Section 3 employer. Women, LGBTQ individuals, minorities, veterans, Section 3 qualifying individuals (defined as being a public housing resident or a “low-income resident”-80% of Area Median Income), and persons with disabilities are strongly encouraged to apply.

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Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrate knowledge of policies, procedures, goals, objectives, operational entities, and requirements: and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information to appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Education and/or Experience

High School Diploma or GED equivalent and a minimum of 2 years of experience providing general clerical or administrative support and customer service. Experience in rental assistance programs or similar field a plus. An equivalent combination of education and experience may be considered.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Experience with PHA Web, Inc. housing software a plus. Must have the ability to learn other computer software programs as required by assigned tasks.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Office environment: The noise level in the work environment is usually moderate.