

POSITION DESCRIPTION
PROGRAM ASSISTANT
JULY 2026

The Fair Housing Center for Rights & Research (The Fair Housing Center) is currently accepting applications for a part-time (24 hours/week) Program Assistant to provide program support to the agency's Mobility Program as well as limited administrative support to management and general office assistance. 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 Program Assistant works in-person at The Fair Housing Center's office during normal business hours in Cleveland, Ohio, though most staff work remotely.

General Responsibilities:

The Program Assistant's primary role is to support the Mobility Program which provides direct assistance to families with children participating in the Housing Choice Voucher Program seeking to secure housing in areas with high-quality educational opportunities and low poverty rates. The Program Assistant also provides limited support to the agency's other programs.

Duties:

- Be the office's first point of public-facing contact, answering phones and greeting visitors
- Respond to email and walk-in requests for assistance and route to appropriate staff
- Prepare mailings and packets for clients
- Conduct outreach to Mobility Program clients and schedule appointments with counselors
- Support Mobility Program unit searches to identify available units for program participants
- Maintain electronic and physical filing system in accordance with the agency's protocols
- Organize, order and restock supplies as needed
- Process and distribute incoming and outgoing mail
- Interface with vendors, building management and IT provider
- Assist with meeting, training, and outreach setup and preparation
- Perform notary services for clients and staff (If not already credentialed, the agency will pay for notary training, testing and supplies.)
- Provide administrative support for testing program

Qualifications:

- Demonstrated commitment to and interest in civil rights
- Two or more years of experience in nonprofit administration or operations or related field preferred
- Well-organized, detail-oriented, and able to effectively manage time to meet deadlines on a variety of concurrent projects
- Ability to work independently and exercise sound judgement
- Ability to work in a team environment
- Excellent written, verbal and interpersonal communication skills
- Comfort working in a fast-paced environment while collaborating with a diverse team
- Proficiency with office software including Microsoft Teams, Excel, Outlook, Word and PowerPoint, Zoom and Adobe Acrobat

Compensation: Part-time (24 hours per week) \$19.00 - \$23.00/hour (depending on experience) with 401(k) with employer match.

Application Deadline: Applications will be reviewed on a rolling basis beginning August 3, 2026 until filled

Please send **cover letter, resume, and a list of three professional references with contact information** in PDF format by email to:

Carrie Pleasants, Executive Director

Fair Housing Center for Rights & Research

cpleasants@thehousingcenter.org

Failure to submit all requested materials may result in application being rejected.

No phone calls, please.

The Fair Housing Center complies with all applicable federal, state and local laws governing nondiscrimination in employment. The Fair Housing Center provides equal employment opportunities 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. 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.