

MaxHousing

Now Hiring: Office Administrator

At MaxHousing, we offer one of the most competitive nonprofit benefits packages in Northeast Ohio: fully paid medical insurance for employees, a 5% employer retirement contribution, competitive wages, and generous paid time off.

Are you eager to start your career with purpose? As our Office Administrator, you'll gain hands-on experience in nonprofit housing while supporting applicants, tenants, and staff across our five fully accessible Vistas Apartment Communities. This is more than just an office role, it's an opportunity to grow your skills, contribute to a mission-driven team, and make a real difference in people's lives every day.

SUMMARY

The Office Administrator plays a central role in ensuring the smooth and efficient operation of MaxHousing's admissions, housing, accounts payable and other office functions. As the first point of contact for applicants, tenants, and visitors, this position creates a welcoming and professional impression of the organization. The Office Administrator manages housing applications, accounts payable processes, and coordinates daily office operations while maintaining compliance with HUD and Fair Housing standards. By providing reliable administrative, financial, and clerical support across departments, the Office Administrator helps advance MaxHousing's mission to advance accessibility, independence, and inclusion in homes and communities.

ESSENTIAL RESPONSIBILITIES

Clerical

- Respond to incoming calls, emails, and inquiries; redirect or escalate as appropriate.
- Serve as the first point of contact for applicants, tenants, and visitors, providing professional and courteous assistance.
- Document and track tenant communications in internal systems.
- Sending tenant applications as requested.
- Answer questions about the admissions process and ensure compliance with HUD and Fair Housing regulations.
- Monitor answering machines/voicemail and responding to messages promptly.

Applicant Processing

- Receive, organize, and process housing applications and required documentation.
- Track the progress of applications, maintain files, and follow up with applicants to expedite processing.
- Schedule and prepare applicant interviews and follow-up communications.
- Draft and send application-related correspondence and documents.

Accounts Payable & Financial Administration

- Match invoices with approval forms or other supporting documentation.
- Enter vendor invoices into accounting software and ensure accurate coding to appropriate accounts.
- Prepare and process check runs and routine disbursements as scheduled.
- Track recurring bills, verify accuracy, and maintain invoice approval and payment records.
- Maintain accurate and organized accounts payable documentation.
- Support audit preparation and compliance documentation.

Administrative Coordination & Office Operations

- Check, distribute, and send mail; coordinate outgoing correspondence.
- Maintain office supplies and equipment; place orders as needed.
- Perform general clerical duties including filing, copying, scanning, faxing, and data entry.
- Assist with mass mailings and other office communications.
- Compile and input data for internal reporting purposes.

Cross-Team Collaboration & Project Support

- Contribute to the implementation of improved administrative systems and tracking tools.
- Provide scheduling and communication support across departments.
- Perform other duties as assigned.

QUALIFICATIONS

- Bachelor's Degree or minimum of 2 years of administrative experience, preferably in housing, social services, nonprofit, or compliance-focused settings.
- Familiarity with accounts payable, accounting software, and bookkeeping preferred.
- Experience in an office setting.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook).
- Excellent organizational skills with strong attention to detail.
- Strong interpersonal and written communication skills.
- Ability to manage multiple priorities, meet deadlines, and work independently.
- Commitment to confidentiality, fair housing practices, and disability rights.

COMPENSATION & BENEFITS

- \$48,000-\$52,000/year
- Full-Time/Non-Exempt
- Fully paid medical insurance for employees
- Generous paid time off policy
- Retirement Savings Plan with 5% employer contribution
- Employer paid life insurance
- Employer paid long-term disability insurance

- Dental and vision group insurance available (employee paid)
- Eight paid holidays
- A working environment that is both team oriented and allows for independence and growth

WORK ENVIRONMENT & TRAVEL

The Office Administrator will primarily work in a professional office setting at MaxHousing's main administrative office in University Circle. This role is primarily computer and desk based, requiring regular use of standard office equipment such as phones, printers, copiers, and scanners. The position involves frequent interaction with applicants, tenants, staff, and vendors, requiring strong communication and customer service skills. All MaxHousing locations are wheelchair accessible. Reasonable accommodations are available.

This role is expected to remain on-site during normal business hours. Travel is generally limited to occasional errands, training sessions, meetings, or occasional travel to MaxHousing's four other Vistas locations in the Greater Cleveland area. Reliable transportation is required.

WHY MAXHOUSING?

We are a mission-focused team committed to advancing accessibility, independence, and inclusion. We value collaboration and creativity, and we believe that diverse perspectives strengthen our work. At MaxHousing, you'll have the opportunity to make a meaningful impact by helping people with disabilities across Northeast Ohio find accessible housing.

MaxHousing is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, disability, gender identity, sexual orientation, national origin, age, religion, or any protected status. We strongly encourage people with disabilities to apply and are committed to creating an inclusive workplace and providing reasonable accommodations throughout the application and employment process.

Excited to grow your career while making a real impact? We'd love to hear from you! Send your resume to maxhousing.hr@gmail.com to apply.