



Bilingual Intake & Support Specialist (Spanish & English)

Job Description

About Portland Housing Center

Portland Housing Center (PHC) is a nonprofit organization founded in 1991 with support from the City of Portland, local banks, and a concerned community. We were founded to ensure all Portland residents have equal access to information and resources to achieve homeownership. Today, we serve the 5-county Portland metro area and provide financial services across the state of Oregon. We specialize in providing first time homebuyers with education, counseling, financial services, and other homebuying support. We are in search of a full-time **Bilingual Intake & Support Specialist** to join our dynamic team.

Mission

Everyone deserves access to homeownership. Portland Housing Center makes it possible through quality education, counseling and financial services.

Position Summary: The Bilingual Intake & Support Specialist serves as the first point of contact for individuals seeking services and support from Portland Housing Center. This position plays a key role in ensuring that incoming clients are welcomed with compassion and connected to the appropriate programs and resources. The Bilingual Intake Specialist is responsible for answering phones, gathering necessary documentation, entering accurate data into the client management system, and a variety of other administrative and staff support duties.

Reports to: Homeownership Program Director

Primary Responsibilities

- Assist incoming clients in overcoming any obstacles when registering for services.
- Contact new and existing clients and assist them in document submission and appointment scheduling.
- Answer phones and respond to emails from English- and Spanish-speaking clients and direct them to appropriate services.
- Provide in-person support and direction to walk-in customers.
- Participate in outreach activities and attend community meetings as assigned.
- Be the point of contact for and follow up with potential clients referred from community tabling events.
- Support HomeBuying Specialists with client communication and data entry.
- Facilitate monthly virtual "Open House" events for prospective clients.
- Assist with the archiving of inactive customer information on a quarterly basis.
- Obtain documentation of client loan closings which includes follow-up with lenders and title companies.
- Take meeting notes (minutes) for weekly HOB meetings.
- Assist with various projects/tasks as assigned by Homeownership Program Director.

Additional Responsibilities

- Support Program Coordinator with virtual and in-person meeting coordination and execution.
- Provide general administrative support to other departments, as needed.
- Assist with organizational reporting requirements, including data entry, generating reports, and database navigation.



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Knowledge, Skills, and Abilities Required:

- Bachelor's degree or at least 2 years of experience directly related to the duties and responsibilities specified preferred.
- Fluency in both English and Spanish
- Ability to provide excellent customer service via email, phone and in person
- Excellent records, file management, and organizational skills
- Knowledge and experience using MS Word, Excel, Outlook, and PowerPoint
- Exceptional writing, editing and verbal communication skills
- Ability to maintain calendars and schedule appointments in Microsoft Outlook
- Ability to handle multiple tasks, frequent interruptions, and stressful situations with calmness and courtesy
- Ability to handle customer inquiries and complaints in a professional and efficient manner
- Ability to work with a diverse clientele in a professional and sensitive manner
- Maintain strict confidentiality of sensitive information and exercise discretion in all professional interactions.

Working Conditions:

The position is a full-time, non-exempt position located in Portland, OR. Portland Housing Center provides a typical office environment. PHC operates on a hybrid work model (currently at least two 8-hour days per week in the office), which is subject to change. Ability to work occasional evenings and weekends and travel to other training locations is periodically required.

Benefits

The pay rate for this full-time position is \$25.00 per hour, commensurate with experience and skills. Portland Housing Center offers excellent benefits, including Paid Time Off (PTO), flex time, medical, dental, vision & prescription insurance, FSA plan, 401k with employer contribution, life, AD&D insurance, & long-term disability.

Portland Housing Center is an Equal Opportunity Employer; employment decisions are made without regard to race, color, creed, sex, national origin, religion, age, handicap, disability, sexual orientation, family relationship, marital status, political affiliation or any other reason prohibited by law. If this role excites you and you think you could be a great fit, we want to hear from you! We are committed to building an inclusive organization, which includes individuals from less traditional backgrounds. Your unique experiences and insights are valued and could have a meaningful impact on the work we do.

How to apply

Submit Cover Letter & Resume by email to hr@portlandhousingcenter.org. This position is open until filled and eligible applicants will be contacted on or after the week of January 5, 2026.

Cover Letters are required; incomplete submissions will not be considered.