**Heritage Home Program Assistant**

The Cleveland Restoration Society is seeking a full-time professional to assist in the Heritage Home Program. This is an administrative position where the applicant would be the main contact with homeowners seeking free Technical Assistance under the Heritage Home Program and would primarily respond to inquiries from the public.

Applicant must demonstrate the following:

* Exceptional customer service and enjoyment working with the public both in person and on the phone
* Ability to handle a high volume, fast paced environment
* Technological skill with CRM software, Microsoft Office Suite - Outlook, Word, Excel, PowerPoint - printers, cameras, projectors
* Excellent time management and resourcefulness
* Clear communication
* Timeliness in responding to homeowners, contractors, and attending meetings and events
* Education or experience in nonprofit organizations and historic preservation field preferred, but not required
* Must be fully vaccinated for Covid-19

Responsibilities include:

* Acting as first point of contact for clients on the phone and email
* Scheduling Heritage staff on site visits
* Organizing and updating schedules and calendars for construction specialists and site visits
* Providing site visit follow-up for clients through personalized letters and emails
* Data entry in CRS proprietary database
* Assist Heritage staff with city reports as needed
* Present to large or small groups about the Heritage Home Program
* Assistance with CRS special programming, events and presentations as needed

Starting salary is $30,000.00. Please submit your resume, college and university transcripts and a writing sample by April 10, 2022 by email to: Sophia Jones, sjones@clevelandrestoration.org. No calls please.