

Housing Court Answers is a nonprofit organization committed to fighting for the rights of unrepresented litigants in Housing Court. Housing Court Answers provides information on landlord/tenant issues at information tables in NYC's five Housing Courts, through a hotline, and for NYCHA tenants at the impartial hearing office. HCA also works on policy issues surrounding Housing Court. For more information on our organization, visit our website at housingcourtanswers.org.

HCA seeks a full time **Hotline Supervisor**

The Hotline Supervisor is a management level position at Housing Court Answers. The Supervisor works under the direction of the Executive Director and Assistant Director to oversee the HCA staff answering calls for information and referral. The Hotline Supervisor is responsible for the recruitment, hiring, training and supervising of HCA staff working on the phones.

Duties:

- Supervise HCA staff working on the phones to ensure the delivery of high quality, balanced assistance to litigants without lawyers.
- Recruit and train new staff assigned to the phones; oversee the training and development of existing staff and identify training needs
- Develop information sheets and online resources; maintain referral resources; ensure that existing materials are up-to-date and audience appropriate.
- Participate in the identifying of problems and trends affecting pro se tenants facing eviction, and in the planning of campaigns for reform.
- Develop and deliver trainings, workshops, and other public information activities on issues related to the rights and problems of pro se litigants in Housing Court.
- Contribute to the overall mission of the organization by researching legal issues, writing or contributing to reports, and presenting information to elected officials, policy makers, judges and pro-se litigants; working on city-wide organizing efforts to impact legislation which is related to housing court, and general housing and administrative rules, and; working with staff and the director to develop relationships with organizations, agencies and individuals who might assist in our efforts..

Must have:

Knowledge of NYC Housing Courts, public benefits, eviction prevention procedures, and/or housing regulations

Experience with management of remote working staff

Excellent writing and training skills

Demonstrated commitment to social justice

Good to have:

Spanish writing and speaking

Experience managing VOIP call center system

Experience working with Salesforce or comparable database

Experience with Excel and creating detailed reports
Experience with 8X8 phone system

Salary and Benefits:

Current starting salary: \$65K (negotiable depending on experience)
Benefits include employer paid health insurance, four weeks vacation.

To apply:

Submit cover letter, resume and writing sample in one pdf to: info@hcanswers.org with Hotline Supervisor in the subject line.