

## Communications Associate

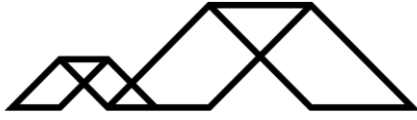
The Massachusetts Fair Housing Center (MFHC) seeks a Communications Associate to help us achieve our mission of ending systemic housing discrimination and creating inclusive communities through education, outreach, legal advocacy, housing counseling, and enforcement. MFHC is the oldest fair housing organization in Massachusetts and provides life-changing legal services to victims of housing discrimination. Our work preserves tenancies, prevents homelessness, creates lead-safe housing for children, protects victims of domestic violence and hate crimes, provides greater housing opportunities for recipients of rental assistance, and allows people with disabilities to enjoy equal access to housing and the ability to live with greater independence and dignity.

### Responsibilities:

- Conduct fair housing trainings for community groups and nonprofit partners.
- Engage with social media audiences through posts and comments.
- Monitor social media, newsletter, and website engagement analytics and make informed recommendations to improve engagement.
- Create content for media: write blog posts, op-eds, and press releases.
- Cultivate relationships with reporters, editors, and other media representatives.
- Create and implement marketing strategies for fundraising campaigns and events.
- Work with team members to develop goals and strategies for communications.
- Work with team members to regularly update website with new, relevant information.
- Create graphics and newsletters for social media and email.
- Other duties as assigned.

### Preferred Skills and Qualifications:

- Bachelor's degree, preferably in Communications or a related field.
- Willingness to learn state and federal fair housing laws and policies.
- Proven ability to manage project timelines and work independently.
- Minimum of one year of professional communications experience managing social media with exposure to marketing, public relations, and nonprofit fundraising.
- Effective communicator with strong written and verbal communications skills.
- Experience managing social media platforms, including Facebook Live.
- Proficient in Adobe Creative Suite (notably: InDesign, Premier, and Illustrator) and familiarity with user-friendly programs like Canva or Powtoon
- Video editing skills a plus
- Bilingual English/Spanish a plus
- Valid Massachusetts driver's license and ability to travel in and out of state
- Ability to work independently and as part of a team in a small nonprofit environment
- Ability to work well with individuals from diverse backgrounds



## MASSACHUSETTS FAIR HOUSING CENTER

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**Salary range, depending on experience:** \$40,000 - \$48,500; includes health insurance, paid vacation, holidays, and sick time.

**Hours:**

This position requires some nights and weekends as needed.

**Office Location:**

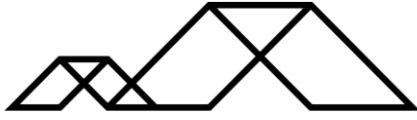
Holyoke, MA

**The Massachusetts Fair Housing Center is an equal opportunity employer.** We are committed to creating a diverse and inclusive workplace free of discrimination. MFHC does not discriminate based on race, color, national origin, religion, sex (including pregnancy and parenting status), disability, age, veteran status, sexual orientation, gender identity or expression, marital status, or genetic information. We encourage individuals from historically marginalized communities to apply.

**To Apply:**

Please send cover letter, resume, writing sample, and contact information for three professional references to [mbergquist@massfairhousing.org](mailto:mbergquist@massfairhousing.org). Email is preferred, but you may also submit requested documents by regular mail to: Massachusetts Fair Housing Center, 57 Suffolk Street, Holyoke, MA 01040.

This position will be open until filled. We are seeking to fill this position as soon as possible. For additional information: [www.massfairhousing.org](http://www.massfairhousing.org)



## **Civil Rights Intake Specialist – Spanish/English Fluency**

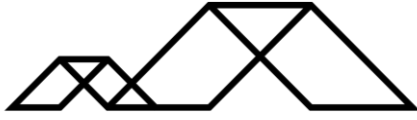
The Massachusetts Fair Housing Center (MFHC) seeks a Civil Rights Intake Specialist, who is fluent in Spanish and English, to help us achieve our mission of ending systemic housing discrimination and creating inclusive communities through education, outreach, legal advocacy, housing counseling, and enforcement. MFHC is the oldest fair housing organization in Massachusetts and provides life-changing legal services to victims of housing discrimination. Our work preserves tenancies, prevents homelessness, creates lead-safe housing for children, protects victims of domestic violence and hate crimes, provides greater housing opportunities for recipients of rental assistance, and allows people with disabilities to enjoy equal access to housing and the ability to live with greater independence and dignity.

### **Responsibilities:**

- Provide direct and timely assistance to individuals who are interested in filing complaints of housing discrimination.
- Investigate housing discrimination complaints by interviewing witnesses, researching housing providers and obtaining documents relevant to the complaint in a timely manner.
- Make referrals to appropriate agencies after consultation with legal staff.
- Maintain communications with complainants as needed.
- Maintain accurate data base of all calls and complaints of housing discrimination.
- Conduct outreach to community groups, government organizations and nonprofit organizations.
- Cultivate relationships with community groups, government organizations and nonprofit organizations.
- Assist with MFHC grant reporting requirements.
- Attend fair housing trainings, programs and conferences.
- Other duties as assigned.

### **Preferred Skills and Qualifications:**

- Must be fluent in Spanish and English language.
- Bachelor's degree preferred, but will consider high school graduate with relevant employment skills and experience.
- Ability to communicate respectfully with all callers and co-workers.
- Willingness to learn state and federal fair housing laws and policies.
- Basic computer skills, including ability to conduct research, proficiency with case management software and Microsoft Office.
- Strong organizational skills and ability to keep accurate records.
- Strong commitment to fair housing and civil rights.
- Highly motivated and capable of working in a fast-paced environment.
- Valid Massachusetts driver's license and some ability to travel in and out of state



# MASSACHUSETTS FAIR HOUSING CENTER

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- Ability to work independently and to support team efforts
- Ability to work full time preferred, but will consider part-time work

**Salary range, depending on experience:** \$37,000 - \$47,000; includes health insurance, paid vacation, holidays, and sick time.

**Hours:**

This position requires some nights and weekends as needed.

**Office Location:**

Holyoke, MA

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**To Apply:**

Please send cover letter, explaining your interest and experience, resume and contact information for two-three professional references to [mbergquist@massfairhousing.org](mailto:mbergquist@massfairhousing.org). Email is preferred, but you may also submit requested documents by regular mail to: Massachusetts Fair Housing Center, 57 Suffolk Street, Holyoke, MA 01040.

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