



Test Coordinator

Hours: Full-time (40 hours per week), evenings and weekends as seldom required

Starting Salary Range: \$43,000 - \$48,000 annual salary, commensurate with education/experience/skills

Benefits: Health, Dental, Optical, Life and Disability Insurance

Paid holidays, vacation and sick days

Optional 401K retirement benefit with 8% employer match

About the Fair Housing Center of West Michigan:

The Fair Housing Center of West Michigan is a private, non-profit fair housing organization with an office in Grand Rapids, MI. The Fair Housing Center's mission is to ensure fair housing choice and equal access to housing opportunities for all. Through education and advocacy, the Fair Housing Center affirms the right of all people to choose where they live, free from illegal discrimination.

At the Fair Housing Center of West Michigan, you will join a small, mission-driven team dedicated to advancing housing justice. We offer professional development, collaborative work, and the chance to make a measurable impact in communities across West Michigan.

Position Description:

Primary duties include fair housing test coordination in the rental, mortgage, home insurance, and real estate markets. Additionally, the recruitment, training, and retention of volunteer testers. The Test Coordinator of the Fair Housing Center is directly responsible to the Testing Manager for all aspects of their job responsibilities. The Test Coordinator works in close collaboration with all staff on the enforcement team. This is a full-time professional office position, averaging 40 hours per week. Reliable transportation to and from the office and various locations throughout west Michigan is required.

Fair Housing Testing:

Testing is an investigative tool used to gather evidence. Testing evidence often forms the basis for successful resolution of a housing discrimination complaint. Generally, fair housing testing refers to the use of individuals ("testers") who, without any intent to rent or purchase a home, apartment, or other dwelling, pose as prospective renters, owners or purchasers of real estate for the purpose of gathering information. In other words, testers simulate ordinary housing transactions for the purpose of obtaining credible and objective information about housing practices. The Test Coordinator designs and controls the testing process so that it produces a fair assessment of housing practices.

Position Responsibilities:

Position responsibilities include, but are not limited to, the items listed below.

Test Coordination:

- Assist with and provide support for all testing, including case development and research
- Assist with completion of all contractual testing requirements

Test Coordinator

- Assist with tester recruitment, management and retention
- Schedule and conduct tester trainings
- Coordinate testing assignments according to established protocols
- Review test forms and materials, debrief testers, and maintain test files
- Prepare and review preliminary analysis of test results according to established protocols
- Research, create and implement special testing projects
- Maintain and update database
- Complete data entry and data quality reviews
- Assist with enforcement reporting and case development
- Assist with research, analysis, and data gathering for enforcement activities

Community Engagement and Other:

- Participate in/represent the Fair Housing Center at meetings, community resource fairs, volunteer fairs, and other outreach opportunities
- Participate as needed in the Fair Housing Center's hosted events
- Assist as needed with grant/contract applications, reports, and administration
- Any other duties as assigned

Required Skills/Attributes:

- **Must possess a commitment to civil rights**
- Ability to positively represent the values and goals of the Fair Housing Center
- Serve as an advocate for fair housing
- Strong written and verbal communication skills
- Ability to build respectful and effective relationships with people from a wide range of backgrounds and experiences
- Ability to think analytically, objectively, strategically and creatively
- Strong problem-solving skills
- Ability to recruit and manage volunteers
- Team-focused, but can work well collaboratively and independently
- Task oriented and self-motivated
- Excellent organizational skills, with accuracy and attention to detail
- Proficiency in Microsoft Office, including Word and Excel
- Ability to complete real-time data entry
- Ability to set and meet realistic goals and deadlines, establish work priorities, handle pressure, and evaluate and report results
- Ability to multi-task while maintaining high standards for record-keeping, efficiency and effectiveness

Required Education/Experience:

- Bachelor's degree or at least 3 years of equivalent experience required. We recognize that relevant experience can come from community involvement, volunteer work, employment, lived experience, etc.

Test Coordinator

Preferred:

- Activity/membership in the community, nonprofits or professional organizations
- Experience coordinating volunteers
- Experience with entering information into agency databases

Application Process:

Application must include:

1. cover letter,
2. resume, and
3. contact information for at least 2 professional references.

Application must be sent **as a single PDF** to Sarah Brandt at sbrandt@fhcwm.org with "Test Coordinator" in the subject line. Incomplete applications and applications submitted via third-party job sites will not be considered. Applications will be considered on a rolling basis beginning on November 24, 2025, with the goal of filling the position by January 1, 2026. Applicants will be notified whether they have been selected for an interview.

If you require any accommodation during the application or interview process, please reach out to Sarah Brandt.

Equal Opportunity Employer:

The Fair Housing Center of West Michigan is an Equal Employment Opportunity organization and does not discriminate against any person in matters of employment, application for employment, and/or benefits on the basis of race, religion or creed, color, national origin, gender, disability, family status, marital status, age, gender identity or expression, genetic information, sexual orientation, genotype, medical condition, height, or weight.

The Fair Housing Center of West Michigan will provide reasonable accommodation to a qualified applicant or employee with a disability.