

POSITION DESCRIPTION

Test Coordinator

Organization: Veterans Center

Program: Fair Housing – Private Enforcement Initiative

Reports To: Program Director – Fair Housing

FLSA Status: Exempt

Pay/Grade Equivalent: \$45,000 – \$65,000

Collaborates With: Program Director

1. POSITION SUMMARY

The Test Coordinator is responsible for planning, implementing, and overseeing fair housing testing activities to identify potential discriminatory practices in housing transactions. The position ensures testing protocols comply with legal standards, organizational policies, and documentation requirements.

The Test Coordinator works closely with the Fair Housing Investigator and Compliance Lead.

2. MAJOR DUTIES AND RESPONSIBILITIES

2.1. Test Design & Planning (20%)

- Develop testing strategies (paired testing, systemic testing, etc.)
- Identify target properties or entities for testing
- Establish testing objectives and protected class variables
- Ensure testing methodology complies with legal standards

2.2. Test Recruitment & Training (20%)

- Recruit and screen qualified testers
- Conduct tester training and refresher sessions
- Ensure testers understand neutrality and documentation standards
- Maintain tester confidentiality and integrity

2.3. Test Execution Oversight (15%)

- Assign testers and coordinate scheduling
- Review tester reports for accuracy and completeness
- Monitor adherence to testing protocols
- Ensure chain-of-custody for documentation

2.4. Document and Reporting

- Maintain secure testing records

- Prepare test summaries for Investigators
- Coordinate with Data & Case Analyst for pattern review
- Ensure records meet defensibility standards

2.5. Compliance & Risk Management (10%)

- Ensure testing aligns with the Fair Housing Act
- Maintain confidentiality safeguards
- Monitor ethical standards and neutrality
- Support referrals for enforcement when appropriate

3. KNOWLEDGE REQUIRED

- Knowledge of the Fair Housing Act and protected classes
- Investigative or compliance experience
- Interviewing and documentation skills
- Experience with case management systems
- Ability to maintain confidentiality and neutrality

4. COMPLEXITY

The work involves designing, coordinating, and monitoring fair housing testing activities involving multiple protected classes, housing sectors, and geographic areas.

Assignments require application of fair housing law, investigative methodology, and evidentiary standards to ensure legally defensible testing outcomes.

The Test Coordinator develops structured testing plans that may involve paired or systemic testing methodologies. Work requires careful alignment of tester characteristics, scenario variables, and documentation controls to ensure neutrality and evidentiary integrity.

Assignments vary in difficulty and sensitivity and may include:

- Individual complaint-based testing
- Pattern or practice testing
- Geographic-focused testing in high-need census tracts
- Testing involving disability accommodations or LEP considerations

The Coordinator must:

- Analyze risk exposure before initiating tests
- Ensure legal sufficiency of test design
- Identify potential procedural vulnerabilities
- Evaluate tester reports for consistency and accuracy
- Resolve discrepancies in factual accounts
- The work requires independent judgment, attention to detail, and the ability to manage sensitive information that may lead to enforcement actions.

5. SCOPE AND EFFECT

The Test Coordinator works under the general supervision of the Fair Housing Compliance Lead or Program Director, who establishes overall program objectives and compliance standards.

The supervisor provides broad guidance on priorities and legal parameters; however, the Coordinator independently:

- Develops testing plans
- Determines operational methodology
- Assigns testers
- Reviews testing reports
- Ensures documentation integrity

Completed work is reviewed for overall compliance, adherence to policy, and quality of documentation rather than step-by-step oversight.

The Coordinator exercises professional judgment in resolving operational issues, maintaining tester confidentiality, and safeguarding evidentiary standards.

6. SUPERVISORY CONTROLS

The purpose of the work is to design and implement structured fair housing testing activities that identify potential discriminatory practices and support enforcement, corrective action, and compliance improvement.

The work directly affects:

- Individuals seeking equitable housing access
- Housing providers and financial institutions subject to review
- Organizational enforcement credibility
- Potential legal referrals and conciliation efforts

Testing results may:

- Support investigative findings
- Contribute to enforcement referrals
- Inform corrective training requirements
- Identify systemic discriminatory practices

The accuracy and integrity of testing coordination directly impact the defensibility of investigations and the organization's ability to promote equitable housing access. Failure to properly coordinate testing activities may result in compromised evidence, weakened enforcement actions, or exposure to procedural challenges.

7. MINIMUM QUALIFICATIONS

- Bachelor's degree in related field OR equivalent experience
- Minimum 2–3 years in fair housing, civil rights, compliance, or investigative support
- Experience coordinating projects or managing field operations
- Strong documentation and organizational skills

8. PREFERRED QUALIFICATIONS

- Experience managing a fair housing testing program
- Familiarity with paired testing methodology
- Knowledge of protected classes and discrimination theories
- Experience working with diverse communities

9. WORK ENVIRONMENT

Hybrid/Remote. Travel up to 15% for HUD monitoring

10. KEY COMPETENCIES

- Strategic relationship building
- Negotiation & diplomacy
- Cross-sector collaboration
- Analytical reporting
- Cultural competency
- Program evaluation
- Communication & facilitation