POSITION ANNOUNCEMENT
Genesee County Land Bank Authority
An Equal Opportunity Employer

Position Title:	**Transaction Specialist I (Front Office Services & Sales Intake)**
Reports To:	Associate Director, Land Disposition & Neighborhood Partnerships, and the Sales & Development Director
Supervises:	None
FLSA Classification:	Non-exempt, full-time
Schedule:	On-site, ground floor, every business day during public hours; not eligible for the hybrid schedule
Opening Period:	October 20, 2026 to October 30, 2026
Salary:	Commensurate with Experience
Contact:	Alexandria Riley, Sales & Development Director 452 S. Saginaw St., Second Floor Flint, MI 48502 ariley@thelandbank.org

About the Land Bank:
The Genesee County Land Bank Authority (GCLBA) is driven by its mission, "to restore value to the community by acquiring, developing, and selling vacant and abandoned properties in cooperation with stakeholders who value responsible land ownership." We do this by developing, managing, and implementing redevelopment programs that encourage investment and strengthen the communities we serve.

Position Summary:
The Transaction Specialist I for Front Office Services and Sales Intake is the Division's single point of public entry. Every in-person visitor is received at this desk, in-person applications are logged here, and calls, emails, and walk-ins are tracked here against the Division's published service standards. The position is the first face a resident sees, controls access to the building, and keeps the transaction staff upstairs supported to process and close sales. It is a professional position: completeness review, case assignment, and notarization require the same licensure and judgment as the Division's other specialist positions, and the position is classified and paid accordingly.

Responsibilities:
Under the direction of the Associate Director, Land Disposition & Neighborhood Partnerships, the Transaction Specialist I (Front Office Services & Sales Intake) will perform the following functions:

- Application Intake & Completeness Review – Receive in-person applications for the GCLBA sales program, and check each for completeness against the program checklist on receipt. Send the acknowledgment within one business day and route the file to the assigned specialist. Assist applicants in completing applications at the lobby kiosk.
- Front Office Reception & Building Access – Staff the ground-floor desk during public hours as the Land Bank's single point of public entry. Greet and sign in every visitor, determine the purpose of the visit, and either serve the visitor on the spot or schedule an appointment. Maintain the visitor log, control access to the upper floor, and keep the lobby orderly and stocked with current property listings and program materials.
- Case Logging & Callback Tracking – Log every call, email and walk-in in the database, the responsible employee and a due date. Track the Division's callback standard, follow up on overdue cases, and produce the weekly open-case list for the Associate Director.
- Scheduling & Closing Calendar – Schedule closings, inspections, appointments and interpreter requests for the transaction team and coordinate the closing calendar under the hybrid schedule so that a closer is present every business day.
- Notary & Document Services – Notarize documents as needed. Scan proof-of-investment documents, photographs and correspondence to the property database and the compliance file with correct parcel and case identifiers.
- Public Information & Outreach Support – Maintain the lobby property listings and bilingual program materials; register residents for opt-in property alerts and neighborhood office hours; and prepare materials and sign-in sheets for community events.
- Complaint & Appeal Intake; Telephone Coverage – Receive complaints and appeals, log them, and route them to the Associate Director within one business day. Share telephone coverage on a set rotation with the Senior Title & Customer Relations Specialist.

Qualifications:

- High school diploma or equivalent required; 2+ years of customer-facing experience in a public, legal, real estate, financial or medical office, including intake, front-desk responsibility and/or sales and community interactions.

- Demonstrated ability to remain composed and courteous with the public in difficult circumstances, including residents who are upset or in distress; de-escalation training is provided

- Accuracy under volume; proficiency with case-management or scheduling software, document scanning and standard office software; discretion with personal and financial information

- Excellent communication and interpersonal skills; ability to work independently and within a fast-paced environment, as well as thrive in a collaborative and supportive team environment

- Ability to take initiative, problem-solve, prioritize duties, and balance competing priorities while paying close attention to detail

To Apply:
Please send a copy of resume, cover letter and application to hr@thelandbank.org.

The Genesee County Land Bank Authority is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

**** If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job online as a result of your disability. You can request accommodations by contacting Human Resources at hr@thelandbank.org.*

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