



<b>Position Title:</b>	Community Home Trust: Homeowner/Tenant Relations Coordinator		
<b>Key Relationships</b>	<i>Reports to:</i> Deputy Director	<b>Type of Position/Pay</b>	Full time, currently hybrid (subject to change), salary range \$45,000-50,000
	<i>Direct reports:</i> Individual Contributor	<b>Job Description Review Date</b>	06/05/2024
		<b>Performance Review Date</b>	Annually
<b>Summary</b>	<p>The Homeowner/Tenant Relations Coordinator at Community Home Trust plays a vital role in fostering positive relationships between the organization, homeowners, and tenants. This position is key to ensuring effective communication, resolving issues promptly, and supporting community engagement efforts. The coordinator serves as the main point of contact, addressing inquiries and concerns, organizing events, and facilitating strong connections within the community. This role requires an energetic commitment to creative, collaborative teamwork, as well as the ability to work independently in both field and office settings. Occasional evening and weekend shifts may be required.</p>		
<b>Strategic Responsibilities</b>	<ul style="list-style-type: none"> <li>• Oversee communication and relationship-building activities for homeowners and tenants.</li> <li>• Foster collaborative relationships with homeowners, tenants, and partners in programming for CHT.</li> <li>• Serve as the main contact for homeowners and tenants, addressing their needs and concerns.</li> <li>• Plan and supervise tenant and homeowner engagement activities and community events.</li> </ul>		
<b>Tactical Responsibilities</b>	<p><b>Communication &amp; Support:</b></p> <ul style="list-style-type: none"> <li>• Maintain consistent communication with CHT homeowners and rental tenants.</li> <li>• Assist homeowners and tenants in maintaining their financial responsibilities under the CHT programs, including any delinquent payments.</li> <li>• Maintaining files and data in Salesforce and Dropbox.</li> </ul>		

	<p><b>Homeowner Support:</b></p> <ul style="list-style-type: none"> <li>• Address violations of land lease requirements, property taxes and any HOA matters.</li> <li>• Support homeowners and their families through life changes that affect homeownership.</li> <li>• Work with homeowners who have maintenance issues and help coordinate resolution, including communicating with vendors.</li> <li>• Assist homeowners with neighbor-to-neighbor disputes.</li> <li>• Assist Deputy Director and Property Manager with Capital Improvement Program projects.</li> <li>• Regularly visit properties to engage with residents, facilitate maintenance requests, visually inspect properties and other matters as needed.</li> </ul> <p><b>Landlord/Tenant Support:</b></p> <ul style="list-style-type: none"> <li>• Guide applicants through the application process.</li> <li>• Schedule and lead tours of available units</li> <li>• Ensure units comply with lease agreements and apartment complex policies</li> <li>• Collect and monitor monthly rent payments.</li> <li>• Facilitate communication between management and tenants.</li> <li>• Coordinate timely resolution of maintenance issues.</li> <li>• Share information about community resources and services.</li> </ul> <p><b>Community Engagement:</b></p> <ul style="list-style-type: none"> <li>• Assist with mass communications to homeowners and tenants, ensuring they are informed about relevant updates.</li> </ul> <p><b>Administrative Duties:</b></p> <ul style="list-style-type: none"> <li>• Prepare reports and maintain accurate records in Salesforce.</li> <li>• Approve invoices from vendors for payment (when applicable).</li> <li>• Track communications in Salesforce and keep it up to date.</li> </ul>
<p><b>Measures of Success</b></p>	<p>Success in the Homeowner/Tenant Relations Coordinator position can be measured through a combination of response times, organization and documentation of projects and satisfaction surveys to ensure effective communication and support.</p>
<p><b>Minimum Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Associates degree in Business Administration, Project Management, Communications, Public Relations, or a related field preferred.</li> <li>• Minimum of 1-3 years of experience in property management, tenant relations, or a similar role preferred.</li> <li>• Experience in non-profit and/or affordable housing encouraged.</li> <li>• Experience in customer service, hospitality, or call center encouraged.</li> <li>• Bilingual ability in English and Spanish is a plus.</li> </ul>

**Minimum Knowledge, Skills and Abilities**

- Excellent communication skills, both verbally and in writing.
- Strong analytical and problem-solving skills.
- Demonstrated reliability, with the ability to work as part of a team and independently.
- Strong project management skills.
- Ability to handle highly sensitive, confidential information.
- Ability to read and comprehend instructions, correspondence, and memos.
- Proficiency in presenting information in one-on-one and small group settings.
- Leasing or tenant relations experience
- Experience working with vendors
- Ability to respond to common inquiries or complaints from CHT homeowners and tenants and address them when applicable.
- Professional self-starter, excellent at multi-tasking, managing time, and setting priorities.
- Good organizational skills, thoroughness, and attention to detail.
- Understanding of or the ability to quickly learn about CHT's programs.
- Valid driver's license and reliable transportation.
- Ability to conduct home visits as needed.
- Familiarity with Microsoft Office Suite, including Teams, Excel, PowerPoint, Word, and Outlook; Salesforce; and Zoom.