

POSITION TITLE: Housing & Leasing Coordinator	REPORTS TO: Property Manager
DEPARTMENT: Housing Operations – Property Management Division	FLSA STATUS: Non-Exempt

Triple C Housing, Inc. is a 501c3 community housing development organization (CHDO) focused on expanding affordable housing opportunities complimented by supportive services to individuals, families and veterans impacted by a disability, who are experiencing homelessness or long-term hospitalization. Supportive services are provided in the home and community at large, and focus on wellness and recovery to achieve positive outcomes in overall health, self-sufficiency and housing stability. Services are flexible and strengths based to meet the unique needs of persons served and are established collaboratively with each service recipient. For over 40 years, Triple C Housing has supported the most vulnerable individuals and families to break the cycle of homelessness or institutionalization by developing high quality affordable housing and providing exceptional care. Triple C Housing is a well-founded, grass-roots organization that has helped to make the dream of living independently with dignity become a reality for those they serve throughout Middlesex, Monmouth and Ocean counties.

EXPECTATIONS

Understand and follow Triple C Housing's Compliance Plan, employee handbook, policies, procedures and rules, and its mission, vision and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect, personalization, commitment to our community, and accountability and ownership. **This position requires the ability to operate a motor vehicle in order to travel to properties throughout Middlesex, Monmouth, and Ocean Counties, with potential for expansion into boarding counties.**

OVERVIEW

The Housing & Leasing Coordinator works closely with the Property Manager to complete the Agency's leasing process based on the tenant selection plan for each property and follows the tenant from application through move-in. This position will also coordinate with external partners to effectively market vacancies, support administrative functions of the Property Management Division of the Housing Operations Department, assist with the work order system management for the Facilities Division, and other property management related duties as required.

RESPONSIBILITIES

- Coordinates with the Property Manager and external partners to compile required documents (income verification, disability status, utility costs, etc.) for prospective tenants and tracks the individual/family from waiting list application to move in.
- Creates and updates confidential tenant files, ensuring all necessary documentation is present.
- Acts in capacity of Leasing Agent for all Triple C owned properties and works with the Property Manager and Service Department to identify the right housing for prospective tenants that promotes stability.
- Drafts lease/tenant violations notices, inspection notices, and other correspondence on behalf of the Property Management Division.
- Support Property Manager in the eviction process when necessary, working with Triple C Departments to collect documentation needed for legal counsel.
- Coordinates recertification of tenants working with the Services Department and Property Manager.
- Works with Property Manager on communicating, tracking and reconciliation of annual rent increases / charges and chargebacks / stipulated damages with Fiscal department.
- Maintains accurate and up to date files on all agency properties / tenants in conjunction with Fiscal Department.
- Ensures all pertinent information is input in Property Management Software including vendor information.
- Fields all calls on Property Management customer service line during normal business hours.
- Assist Property Manager with entering work orders.
- Responsible for filing of all Property Management files and serves as records retention coordinator for the Housing Operations Department.
- Coordinates and follows up on unit turnover, move-ins, move-outs, with Supportive Service staff and Facilities staff to ensure smooth and timely transitions for tenants, and ensuring minimal vacancies.



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- Communicates, coordinates and follows-up with Supportive Service staff regarding tenants, to include: utilities, documentation, lease requirements/violations, recertifications, entitlements, etc.
- Works with Property Manager to update agency vacancy reports, as well as statistical reports within prescribed timeframes.
- Completes other duties, projects, and assignments as directed.

KNOWLEDGE/SKILL/ABILITY

- Ability to handle multiple projects and prioritize accordingly; organized; detail-oriented with strong administrative skills.
- Ability to work in a fast paced, changing environment.
- Demonstrate and promote cultural sensitivity and professionalism.
- Effective communicator, (written and oral), with the ability to exercise critical thinking skills and exercise sound judgment in decision making.
- Ability to read, write and speak English language, bilingual a plus.
- Ability to work independently and part of a team.

REQUIREMENTS

- Graduation from High School or Vocational School or possession of an approved High School Equivalent Certificate. Bachelor's degree in business, real estate, or related field preferred.
- Minimum of one year of experience in housing/facilities management, customer service, or administration, and experience dealing with sensitive populations (veterans, special needs, etc.).
- Some real estate experience is helpful.
- Knowledge of Microsoft office and ability to navigate technology.
- Possess valid driver's license in state of residence with driving report in compliance with Agency policy.

PHYSICAL REQUIREMENTS

- Use of standard office equipment (telephone, fax, computer, copier, etc.).
- Moderate physical effort in order to assist tenant in home environment, when moving in, out or between agency housing units.
- Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing.
- Ability to operate a motor vehicle safely, using defensive driving techniques.
- Some lifting may be required, in addition to walking, standing, sitting, stooping, bending, and driving.

Print Employee Name: _____

Employee Signature: _____ Date Received: _____

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties as requested by their supervisor in accordance with Triple C Housing guidelines.

Requirements are representative of minimum levels knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. EOE.