HOUSING OPPORTUNITIES UNLIMITED (HOU) RESIDENT RELOCATION ASSISTANT JOB DESCRIPTION

JOB TITLE: Relocation Assistant   SITES: Charlestown

REPORTS TO: Relocation Coordinator

STATUS: Full-Time; Salary Competitive Based on Experience

OVERVIEW:
Housing Opportunities Unlimited (HOU) is a national company that provides resident relocation assistance, direct resident services, and consulting assistance to public, private and affordable housing entities. HOU works in a diverse range of low- and mixed-income communities throughout twenty-one states and the District of Columbia. We specialize in assisting residents that are in transition due to major redevelopment, renovation, or renovation-in-place construction projects. We have successfully relocated 16,000 families. HOU’s mission is to ensure that residents are treated fairly and experience minimum physical and emotional stress during the relocation process while ensuring that our clients’ projects are completed in a timely and cost-effective manner.

RESPONSIBILITIES:

- Participates in the surveying of residents to best understand their needs and parameters in regards to relocation.
- Attends resident and community meetings/drop-in sessions to discuss relocation process.
- Distributes appropriate notices to affected households regarding relocation program.
- Provides relocation counseling and assistance in compliance with Federal and State regulations.
- Administers relocation policies as outlined in US Department of Housing and Urban Development (HUD) approved relocation plan.
- Works with residents to prepare them for permanent relocation by attending comparable unit viewings, inspecting comparable unit and ensuring all requirements have been explained and met for each household.
- Ensures all information and notices required under the URA are received by every eligible household and obtains signatures.
- Under the direction of the Relocation Coordinator, completes tasks identified in site work plan and performs other duties as assigned.

QUALIFICATIONS:
- A Bachelor’s degree and experience in relocation services, resident services, affordable housing or other such similar fields preferred.
● Excellent interpersonal skills. Able to work with diverse populations and to communicate effectively with numerous stakeholder groups including staff, clients, and residents.
● Ability to work under time constraints on a variety of projects and tasks.
● Excellent verbal and written communication skills.
● Understands the importance of team and can be an integral and effective team member.
● A positive attitude and a propensity to learn/take on more tasks and responsibilities.
● Knowledge of Microsoft Word, Excel, and Google docs, sheets and other database applications.
● Spanish or bilingual in another language is a plus.

Application Information

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.