JOB TITLE: Resident Relocation Coordinator

LOCATION:

REPORTS TO: Project Director

STATUS: Full-Time; Salary Competitive Based on Experience

OVERSEES: Relocation Specialists/Moving Assistants/Other Employees as Assigned

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.

The Relocation Coordinator is a key member of the Relocation team at a site. The RC is responsible for overseeing the day to day relocation tasks required at a site. This includes but it not limited to: working closely with residents to prepare them for and assist them with all required relocation activities; supervising other HOU staff members at the site as necessary; interfacing and communication regularly with the client; managing third party vendors such as moving companies; data collection and tracking; and monitoring site budget and expenses.

This posting is for a site in Boston, MA which entails temporary resident relocation and daily relocation work during construction. It could also entail other types of resident relocation work at other sites in the Boston area.

RESPONSIBILITIES:
● Oversee and participate in the surveying of residents to best understand their needs and parameters in regard to relocation.
● Convene resident and community meetings/drop-in sessions to discuss relocation scenario.
● Prepare and distribute appropriate notices to affected households regarding relocation program.
● Provide relocation counseling and assistance in compliance with Federal and State regulations.
● Notify residents of their move date and provide ongoing contact and support to ensure that they are prepared to move.
● Provide assistance with arranging for moves, including packing/unpacking assistance for households desiring such assistance.
● Schedule, coordinate and supervise moves and other associated tasks, such as pest inspection, unit turnover, utility set up or transfer, etc (dependent upon client and job)
● Assist in the set up/management of day space during renovations for affected households for occupied rehab households.
● Work closely with construction, property management, development and moving contractors to ensure residents have vacated their units in accordance with the construction and relocation schedule.
● Establish procedures for minimizing resident property damage and serving as initial point of contact regarding resident claims of damage/loss.
● Coordinate flow of information between HOU, the Client, Property Management, Construction, and each Household.
● Interphase with social services staff to ensure seamless provision of services and/or address obstacles to relocation. Provide weekly and monthly reports to Client, Project Director and Development team and update/maintain relocation files, database, and relocation tracking reports.
● Compose and submit all other required relocation documents and/or plans in compliance with applicable Federal, State and/or local regulations
● Represent HOU to local, state, federal agencies, the affordable housing industry, and community groups as necessary.
● Make sure staff are appropriately trained and equipped to perform their assigned responsibilities.
● Participate in weekly supervision and scheduled site meetings with the Project Director.
● Complete all tasks identified in site work plan and perform 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.
● Ability to lead and organize staff.
● A positive attitude and a propensity to learn and take on more tasks and responsibilities.
● Knowledge of Microsoft Word, Excel, and Google docs, sheets as well as Database applications.
● Spanish or bilingual in another language is a plus.