Relocation Coordinator

Housing Opportunities Unlimited (HOU) is looking for a full-time Resident Relocation Coordinator, (RC). The Relocation Coordinator will work closely with our Project Director and other staff on a property located in Boston, MA.

The ideal candidate will be part of a caring and highly organized team which works to assist residents in the process of being relocated. The ideal candidate will have excellent interpersonal skills. The ideal candidate must be a team player with excellent communication skills and the ability to gain the cooperation of others and work under tight deadlines. Ability to speak Spanish or another language a plus.

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.

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.

About Housing Opportunities Unlimited

Housing Opportunities Unlimited (HOU) is a privately-held company that offers relocation services and resident services to clients focused on affordable and mixed income housing communities. HOU specializes in providing direct assistance to residents impacted by renovation and unit rehabilitation projects in affordable and mixed income housing communities. HOU also provides direct resident services and consulting around both relocation and resident services.

HOU’s mission is to ensure that the residents affected by the revitalization of their community are treated fairly, in accordance with compliance guidelines, to experience minimal physical and emotional stress during this process. Simultaneously, HOU ensures that the clients’ projects are completed in a timely and cost-effective manner.

HOU’s skilled and professional team has expertise in a wide range of relocation and resident support services. HOU has successfully relocated over 16,000 units, implemented relocation projects at 110 sites, and provides services to 170 sites in 20 states and Washington D.C. HOU has become a go-to relocation service provider for numerous long-term clients and continues to expand with new projects and clients every year.

To Apply:

Email your resume to hr@housingopportunities.com

We offer a competitive salary and a full benefit package.
HOU is an Equal Opportunity Employer