



Name of Company: HousingToHome (HTH)

Job Title: Relocation Manager (Attleboro, MA and various sites in Greater Boston)

HousingToHome

HousingToHome's (HTH) mission is to support our clients and the residents who they serve through housing transitions and development. We accomplish this by providing high-quality resident engagement, relocation, and community building services to owners and residents of affordable and mixed use housing throughout the country. HTH is unique in that it satisfies a niche business of combining resident relocation and community building and is one of a few companies with this focus across the country. HTH is seeking an Relocation Manager for an affordable housing renovation project in Attleboro, MA area as well as other HTH sites in the Greater Boston area.

HTH is a fast paced and growing company founded in 2020 by Cofounders, Katie Provencher and Hannagh Jacobsen. We strive to grow our business while at the same time having extremely knowledgeable, productive, and satisfied employees. We are looking for employees who want to carry out high quality work; learn and grow with us; and provide excellent services to clients and the residents who they serve.

For more information about HousingToHome, please visit www.housingtohome.com.

Job Summary

HousingToHome (HTH) is looking for a professional, well-organized, compassionate individual with an excellent attention to detail to serve as a Full-Time Resident Relocation Manager. There is a strong track of growth within the company following the successful completion of these initial jobs. The Relocation Manager reports into HTH's Executive Team and is responsible for managing the day to day resident engagement and relocation services during renovation projects at an affordable housing site in Attleboro, MA as well as other affordable housing sites in the Greater Boston area. This Relocation Manager is flexible to work at multiple locations; wants to learn the Relocation business; and is amenable to providing support to HTH's sites in other States, as needed. This person is a team player and ready and available to lend support as needed for HTH as a whole and out multiple sites.

Relocation services include managing relocation and packing/moving schedules for phased renovations at various properties. The Relocation Manager assists each household through the relocation process and is the main point of contact during renovations at the development. The position provides relocation case management, customer satisfaction, and service delivery. This position requires an individual who can maintain confidentiality, show initiative, and demonstrate sound decision-making skills. The ideal candidate for this position takes great



pride in their work, has effective interpersonal skills, superior oral and written communication skills, an advanced ability to organize and can work well under pressure.

Responsibilities and Duties

Job Responsibilities and Duties include, but are not limited to:

- Act as HTH's main point of on-site contact for administering the various phases of the relocation process for residents who currently qualify for relocation services. Oversee the delivery of relocation services and benefits to residents and their families using HTH's best practices and service standards to ensure a high-quality service.
- Maintain office hours (with COVID-19 protocols) and prompt reply of resident inquiries and questions. Proactively provide continuing advice and support to both the client and residents.
- Manage the drafting and distribution of all renovation related communications to residents including required notices, update/change notices and construction confirmation notices. Notices must be translated into other dominant languages as needed. Responsible for maintaining regular contact throughout the relocation period including post construction to address any remaining construction issues, resident concerns or grievances. Residents will also be provided with confirmation of construction completion in their apartment.
- Conduct a thorough needs assessment at the onset of the relocation process to establish the resident's specific requirements and address any individual needs. Works with the residents and/or family to ensure all needs are understood and met and adjusts services and counseling to changing needs and conditions throughout the relocation process.
- Interface and work collaboratively on a daily basis with the construction team informing them of issues, challenges, special considerations, and other items as they arise. Identifies solutions to these issues and executes solutions in conjunction with the construction team. This interaction includes but is not limited to a daily check-in with construction.
- Ensure residents and their apartments are prepped for construction and/or moved out to allow for construction, as needed.
- Perform the timely and accurate input of related data and the management of all opportunities through completion.
- Review and evaluate exception requests and challenging situations and provide solutions to residents in the support of renovation-based scenarios that arise. Provides recommendations to the project team regarding appropriate courses of action when outside of their scope of authority.
- Responsible for the accurate and timely documentation of conversations, exceptions, move-related expenses, and correspondence in HTH's tracking system. Maintains file



documentation, required logs and ensures data integrity. Always adheres to HTH's privacy policy standards.

- Follow, supervise and support the site's COVID-19 policies and protocols and make sure any concerns are brought to HTH and the project team.

Qualifications and Skills

HousingToHome is open to candidates of all educational and professional backgrounds. Our priority is to attract and hire employees who are highly organized; understand and provide excellent customer service; pay attention to details; thrive in a fast-paced environment; and are excited to learn and grow with us. Below are some qualifications that are helpful for candidates for this position:

- Bilingual in English/Spanish is highly preferred.
- Background or experience in relocation, affordable housing, community development, social services, resident engagement and/or services, and property management.
- Elementary understanding of and experience with Microsoft Office and Google Workspace. Adept at sending and responding to emails.
- A successful track record in setting priorities; keen analytic, organization and problem solving skills which support and enable sound decision making.
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders
- A multi-tasker with the ability to successfully carry out many tasks in a fast-paced environment.
- Personal qualities of integrity, credibility, and dedication to the mission of HTH.

Salary and Benefits

- Medical, dental, and vision coverage
- 401(K) Account
- Short-term and Long-term disability and Life Insurance
- Paid holidays, Paid Time Off (PTO)
- Employee training and professional development
- Day off for your birthday