



Part-time Ready Renter Program Coordinator (12-18 hours per week; 3-5 days per week)

Metro West Collaborative Development (Metro West CD), a regional community development corporation (CDC), seeks a customer service-oriented self-starter to join our small team of housing development professionals. Our CDC is involved in many facets of affordable housing: development, management, advocacy, public policy, affirmative marketing, eligibility certification and monitoring.

About the Metro West CD Ready Renter Program

The Ready Renter Program is designed to be an easy first step for tenants to search for affordable housing and for landlords to access a broad pool of applicants to fill their vacant units. Interested tenants complete a brief online form to enroll in the Ready Renter Program. This form acts as a pre-application for any lotteries that Metro West CD conducts for affordable rental housing and, if opted into, enables tenants to receive monthly bulletins listing upcoming lotteries and other useful information.

About the Ready Renter Program Coordinator Role

The Ready Renter Program Coordinator reports to the Chief Operating Officer (COO) and works in close collaboration with Metro West CD staff to administer the Ready Renter Program and to implement and administer Affirmative Fair Housing Marketing (AFHM) Plans - a strategy of targeted outreach to minority groups that are least likely to know about and to apply for housing opportunities.

This position is located at our offices in Newton, MA with the potential for a hybrid work schedule.

Primary Responsibilities:

- The primary focus and majority of time spent in this role will be serving our clients by email, by text, by phone, and in-person by appointment. This will include responding to inquiries and providing other individualized support.
- Monitor Ready Renter applications received through the Metro West CD website.
- Monitor requests for Lottery/Waitlist applications and send applications
- Maintain Excel spreadsheet/Salesforce database of Ready Renter participants and of Lottery/Waitlist applicants; ensure data is complete, accurate and up-to-date.
- Assist staff in creating monthly bulletins for the Ready Renter program and flyers to advertise upcoming lotteries and waitlist openings.
- Assist with implementation of Affirmative Fair Housing Marketing (AFHM) Plans, particularly with advertising of lotteries and/or waitlists, and, if needed, with lottery administration.
- Attend fair housing and racial equity trainings at least annually
- Other duties and/or special projects as assigned by the Chief Operating Officer or the Executive Director



Essential Skills and Capabilities

Communication

- Ability to communicate well, both verbally and in writing
- Empathy, good communication skills, and good problem-solving skills, in order to provide excellent customer service
- Foreign language skills a plus
- Prior experience working with low-income populations a plus

Technical

- MS Office, particularly Excel spreadsheets
- Outlook - email and calendar
- Database management, knowledge of Salesforce a plus

Self-Organization and Self-Management

- Strong collaboration, coordination, and cooperation skills
- Strong organizational skills and attention to detail
- Ability to prioritize tasks and manage workflows effectively
- Ability to balance short-and long-term goals and meet deadlines
- Ability to anticipate problems and identify solutions
- Demonstrates initiative

Compensation

This is an hourly, non-exempt position with a pay rate of \$25.00/hour.

Metro West CD's Racial Equity Pledge

Metro West CD is proud to be a signer of the Massachusetts Association of Community Development Corporations' Racial Equity Pledge. The intention of this pledge is to disrupt systems within the community development field that produce racial inequity. By signing the pledge, we confirm the following commitments and agreements:

- We commit to learning and addressing the different levels of racism so we can take action to dismantle those inequities.
- We believe that our staff should be diverse, equitable, inclusive, and representative of the communities we serve.
- We believe that our board should be diverse, equitable, inclusive, and representative of the communities we serve.
- We believe in authentic representation in our programming/services.

To Apply

Metro West CD is an Equal Opportunity Employer committed to diversity in the workplace. Candidates from diverse backgrounds are strongly encouraged to apply. We aspire to reflect and effectively serve the residents and communities of Massachusetts.

A resume and cover letter should be sent to: Alisa Gardner-Todreas, COO by email at alisa@metrowestcd.org or mailed to Metro West CD, 79B Chapel St., Newton, MA 02478.

Applications will be accepted until the position is filled.