



## **Resident Construction Liaison – Salem Heights Salem, Massachusetts**

POAH Communities, a mission-driven organization specializing in the professional management of affordable multifamily housing, is seeking a highly qualified individual to serve as temporary full-time Resident Construction Liaison for the Salem Heights apartment complex located in Salem, Massachusetts. This individual will have experience and demonstrated ability to successfully serve as a liaison between residents and construction.

### **RESPONSIBILITIES**

- Participate in the surveying of residents to best understand their needs and parameters regarding relocation
- Interface with each resident's support system to ensure seamless provision of services and/or address obstacles to relocation, when necessary
- Administer relocation policies as outlined in the owner-approved relocation plan
- Manage resident temporary relocation needs (e.g., schedule movers, provide boxes, make hotel arrangements and organize community room space).
- Communicate to residents construction related items that will affect them via written notifications (in English and Spanish), email, phone, and/or community meetings.
- Collect data, track and monitor relocation budget and expenses (moving expenses, utility costs, resident reimbursements, etc)
- Ensure quality construction standards and preparations are in place to minimize resident disturbance
- Be the "point person" for residents to express construction related concerns and document all resident complaints.
- Attend weekly construction meetings
- Ensure construction personnel and residents adhere to COVID-19 protocols

*Reporting to a Property Manager, but will work closely with the Assistant Property Manager, Resident Service Coordinator, Maintenance Supervisor and the Construction Superintendent.*

### **QUALIFICATIONS/REQUIREMENTS**

- Post high school degree is preferred but not required.
- Strong verbal, written and customer service communication skills are essential. Must be fluent in English and Spanish – verbal and written.
- Must be motivated and enthusiastic about helping others.
- A positive attitude and a desire to learn and take on more tasks and responsibilities as needed.
- Excellent interpersonal skills. Able to work with diverse populations and to communicate effectively with numerous stakeholders.
- Ability to work under time constraints on a variety of projects and tasks
- Demonstrated time management skills and proven organizational skills.
- Basic proficiency in the use of computers including Word and Excel.
- Familiarity with Yardi software is a plus.
- Knowledge of HUD regulations, forms, inspection criteria and processes is a plus.

The proper onboarding and training will be provided. This is a temporary position with the possibility of permanent employment after construction completion for the right candidate. Salary is competitive and commensurate with experience. Not entitled to benefits until 90+ days of having worked full-time.

Interested individuals should send a resume with a cover letter to Dariela Villon-Maga at [dvmaga01@gmail.com](mailto:dvmaga01@gmail.com).