

RESIDENT RELOCATION ASSISTANT JOB DESCRIPTION

JOB TITLE: Resident Relocation Assistant

SALARY: \$45,000 - \$48,000 Annually

REPORTS TO: Project Manager

SUPERVISES: None

EMPLOYMENT STATUS: Full-Time Hourly; Non-Exempt

OVERVIEW:

The Resident Relocation Assistant is a key member of the Relocation team. The Resident Relocation Assistant is responsible for overseeing the daily relocation tasks required at multiple sites while working closely with residents to prepare and assist them with all required relocation activities. The position involves regular communication with clients, managing third-party vendors, including cleaners, moving and pest control companies, and data collection and tracking. A positive attitude and a solutions-based approach are expected when providing relocation services to clients and residents. The Resident Relocation Assistant represents HOU at company events and helps move our mission and reputation forward.

RESPONSIBILITIES:

- Participate in surveying residents to understand their relocation needs and relocation preferences.
- Participate in resident and community meetings and drop-in sessions to discuss the relocation process and resident relocation rights and benefits.
- Distribute appropriate notices to affected households regarding the relocation program, and ensure proof of resident receipt for notices are received and on file as required.
- Work with residents to prepare them for relocation by providing check-ins and support.
- Provide more intensive support to seniors and individuals with disabilities.
- Notify residents of the move-in date and provide ongoing contact and support to ensure they are prepared to move.
- Be present for household moves to provide support to residents on moving day.
- Participate in weekly supervision and scheduled site meetings with the Resident Relocation Coordinator and the client's central office staff.
- Complete all tasks identified in the site work plan and perform other duties as assigned.

QUALIFICATIONS:

- Bachelor’s Degree is preferred.
- Experience in relocation services, social services, customer service, or other similar fields preferred.
- Must have excellent customer service, interpersonal, verbal, and written communication skills.
- Able to work with diverse populations and communicate effectively with numerous stakeholder groups, including staff, clients, and residents
- Must be able to multitask and prioritize responsibilities and work under strict time constraints on various projects.
- Understands the importance of team and can be an integral and effective team member.
- Self-directed and able to work independently.
- Have a propensity to learn and take on more tasks or responsibilities.
- Knowledge of Microsoft and Google Suite.
- Provide verbal interpretation and written translations if the resident population requires communication in specific languages.

The ideal Resident Relocation Assistant will possess the following additional skills:

- A high degree of empathy.
- Organize and detail-oriented with the ability to prioritize multiple requests.
- Flexibility and adaptability as challenging situations arise.
- Ability to maintain a calm atmosphere under pressure and stressful situations.
- Willingness to learn and receive feedback.
- Diversity and cultural competency are highly valued.

HOU offers a competitive salary and a comprehensive benefits package, including health, health reimbursement account (HRA), FSA, life, vision, dental, disability insurance, professional development support, paid time off and sick leave, and a 401K retirement plan. HOU is an Equal Opportunity Employer.

EEO Statement:

HOU is an equal opportunity employer. We actively seek a diverse staff reflective of the community we serve.

Print Name

Signature

Date