

## **RESIDENT RELOCATION COORDINATOR JOB DESCRIPTION**

**JOB TITLE:** Resident Relocation Coordinator

**SALARY:** \$55,000 - \$58,000 Annually

**SITE:** Various

**REPORTS TO:** Project Manager

**SUPERVISES:**

**EMPLOYMENT STATUS:** Full-Time, Exempt

### **OVERVIEW:**

The Resident Relocation Coordinator is a key member of the Relocation team. The Resident Relocation Coordinator 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 Coordinator represents HOU at company events and helps move our mission and reputation forward.

### **RESPONSIBILITIES**

- Conduct site setup activities, including the arrangement of office, relocation files organization, identification of vendors, and off-site relocation units.
- Participate in surveying residents to understand their relocation needs and relocation preferences.
- As part of the assessment process, take an inventory of tenant belongings and furniture, taking note of large furniture, infestation, clutter, and hoarding issues.
- Participate in and facilitate resident and community meetings and drop-in sessions to discuss the relocation process and resident relocation rights and benefits.
- Prepare and 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.
- Provide relocation counseling and assistance in compliance with applicable Federal, State, or local regulations.
- Implement relocation policies as outlined in the approved relocation plan.

- Serve as a liaison between HOU, property management, clients, and residents.
- Provide weekly and monthly reports to clients, the project manager, and the development team.
- Regularly update and maintain relocation files, database, lottery list, and relocation tracking reports.
- Create an agenda for weekly relocation meetings, take minutes of each meeting, and distribute them to the team within 48 hours of the meeting.
- Conduct pre-inspection of units to ensure they meet decent, safe, and sanitary requirements before offering them as a comparable relocation unit.
- Notify residents of the move-in date and provide ongoing contact and support to ensure they are prepared to move.
- Check-in with residents at least 30 days before moving and follow up weekly three weeks before the moving date. Conduct final check-in 72, 48, and 24 hours before the moving date.
- If needed, provide packing supplies, tips, demonstrations, and assistance.
- Assist with utility disconnection and reconnection and completion of the change of address forms (if applicable) for households needing assistance.
- Schedule, coordinate and supervise moves and other move-related tasks, including pest inspection and unit turnover as needed.
- Work closely with construction, property management, development, and moving contractors to ensure residents vacate their units per the relocation schedule, surrender keys to the property management, and units are properly secured.
- Implement procedures for minimizing resident property damage, including inventorying furniture and taking photos or video, and serve as the initial point of contact regarding resident claims of damage or loss. In the event of property damage or missing belongings, serve as a liaison between the resident and moving company to facilitate timely resolution of the claim.
- Interface with residents' family, friends, or social services providers to ensure seamless delivery of services and address relocation challenges.
- Serve as an HOU representative to local, state, federal, housing agencies, and community groups.
- Participate in weekly supervision and scheduled site meetings with the Project Manager/Assistant Project Manager.
- Ensure relocation files contain required documentation and the data-tracking system is updated regularly.
- Complete all tasks identified in the site work plan and perform other duties as assigned.

### For **PERMANENT RELOCATION**

- Implement comprehensive housing search and landlord recruitment plans, identifying at least one unit in an area of higher opportunity as much as possible.
- Attend unit viewings to ensure units meet decent, safe, and sanitary requirements.
- Facilitate transportation for residents to view units and lease signing.
- Work with the project manager or assistant project manager on calculating relocation benefits, including Replacement Housing Payments (RHP), if needed.
- Assist with completing required paperwork, including applications for public housing unit transfer, non-public housing rental, leases, project-based voucher applications, and Housing Choice Voucher Program (HCVP) paperwork if vouchers are issued.
- Identify and respond to unique needs such as outstanding utility balances, credit history, background checks, and reasonable accommodation, including a handicap-accessible unit, roll-in shower, 1st-floor unit, or an extra bedroom for personal care attendant.
- Confirm that residents with accommodation needs have approved reasonable accommodation paperwork on file.
- Counsel and assist households ineligible for relocation benefits due to immigration status.
- Provide referrals for homeownership counseling, if needed.
- Provide information on local childcare, transportation options, and other social services and amenities in the new neighborhoods to facilitate a successful transition for relocated households.
- Assist households with school-age children with the school transfer process, if needed.
- Coordinate with the assigned Section 8 program representative regarding unit inspections and other leasing procedures.
- Facilitate info sessions and provide an overview of budgeting, energy conversion, how to work with private landlords, private lease compliance, how-to handle utility and maintenance problems, conduct housing search, and Section 8 process, if applicable.
- Assist residents with lease negotiation, if needed.
- Assist residents with “good standing” requirements regarding rent payment and housekeeping by setting up and conducting budgeting and housekeeping workshops and referring residents for financial assistance.
- Track and disburse upfront payments of relocation benefits, including fixed residential move allowance, dislocation allowance, reimbursement of utility reconnection fees, security deposits, and Replacement Housing Payment (RHP) upon move-out.

### For **TEMPORARY RELOCATION**

- Oversee administration of offsite units and landlord needs if off-site units are for temporary relocation.
- Ensure temporarily relocating households sign lease addenda, Temporary Transfer, and Occupancy Agreement.
- Meet regularly with the construction team and promptly communicate any construction delays to residents.

- Coordinate cleaning of temporary relocation and renovated units per COVID19 cleaning protocols.
- Ensure residents have access to and know the location of the day space where they can stay while their move is taking place.
- Ensure phone, internet, and cable services are connected and accessible in both the temporary relocation and renovated units.
- Follow up with residents while occupying the temporary or renovated unit to ensure they are settled in their units.

For **TENANT-IN-PLACE**

- Provide residents instructions on preparing for the in-unit work and assist with unit prep, if needed.
- Ensure residents have access to and know the location of the day space where they can stay while their in-unit renovations are taking place.
- Identify and make reasonable accommodations for residents with special needs who may need to relocate temporarily.
- Administer meal stipends to residents during in-place renovations on their unit.

**QUALIFICATIONS**

- Bachelor's Degree is preferred.
- Experience in relocation services, social services, customer service, or other similar fields preferred.
- Provide verbal interpretation and written translations if the resident population requires communication in specific languages.
- 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.
- Ability to lift up to 20 lbs, work in adverse weather conditions, and stand for extended periods of time.
- Must be able to walk up to 4 miles per day and ascend up to four flights of stairs at a time.
- Self-directed and able to work independently.
- Have a propensity to learn and take on more tasks or responsibilities.
- Knowledge of Microsoft Office and Google Suite as well as database applications.
- Be a creative problem-solver.
- Excellent organizational skills.
- Must be able to pass a pre-employment criminal background screen.

The ideal Resident Relocation Coordinator 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.

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Print Name

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Signature

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Date