



JOB ANNOUNCEMENT

Tenant Relations & Rent Collection Specialist

Title: Tenant Relations & Rent Collection Coordinator

Job Status: Non-Exempt

Unit: Asset and Property Management

Employee Type: Full time/35 hours weekly

Fifth Avenue Committee (FAC), is a 42-year old nationally recognized South Brooklyn based, non-profit community development corporation and NeighborWorks America chartered member whose mission is to advance economic and social justice by building vibrant, diverse communities where residents have genuine opportunities to achieve their goals as well as the power to shape the community's future. FAC works to transform the lives of over 5,500 low and moderate-income New Yorkers annually so that we can all live and work with dignity and respect while making our community more equitable, sustainable, inclusive and just. To achieve our mission FAC develops and manages affordable housing and community facilities, creates economic opportunities and ensures access to economic stability, organizes residents and workers, offers student centered adult education, and combats displacement caused by gentrification. In addition to our grassroots neighborhood work, we are actively involved in broader coalitions and campaigns.

FAC's Asset and Property Management unit oversees over 450 units of housing and over 20 commercial units spread over 48 properties and manages low and moderate income housing financed by federal, state, NYC funding sources, banks, and low income housing tax credits. The unit seeks a highly motivated individual to fill a Tenant Relations and Rent Collections Coordinator position supporting tenants in meeting their lease obligations and take appropriate action when they are not and ensuring FAC meets high standards of tenant satisfaction.

Tenant Relations:

- Coordinate with FAC team and Social Services providers to:
 - Identify tenants with social/community issues and/or needs
 - Communicate with tenants in need
 - Identify and make both internal and external sources of referrals
- Coordinate and communicate with tenants
 - Maintain ongoing communication with all tenants via newsletter, Building Link and in-person by phone/virtually or in-person, as needed.
 - Identify and make referrals to FAC, its affiliates and/or external resources
 - Communicate with FAC, FAC affiliates and/or external resources to identify changing resources
- Support Tenant Satisfaction
 - Conduct annual tenant satisfaction survey
 - Be initial point of contact for tenant grievances and/or recommendations
 - Communicate results/recommendations to FAC staff and management
 - Respond to tenant grievances and needs identified through survey
- Rent Charges and Collection
 - Monitor leasing activity for new and expiring leases for correct monthly billings and LIHTC limitations to ensure they are updated in Yardi
 - Maintain tenant bill back schedules and process in YARDI
 - Send invoices for bill backs to commercial tenants in a timely manner, as per individual lease

- requirements
- Prepare monthly rent up and tenant billing statements to both residential and commercial tenants.
 - Reconcile and maintain tenant security deposits

Residential Collections, Holdovers and Legal Duties:

- Non-payments
 - Review rent collection records
 - Communicate regularly with A/R bookkeeper and Compliance Manager
 - Identify late payments on a regular basis
 - Generate and review rent collection (Residential and commercial) reports from YARDI and FundEz, as needed
 - Maintain list of tenants in arrears
 - Communicate with tenants in rent arrears
 - Maintain communication records of both written and oral communications
 - Determine whether tenant in arrears meets eligible criteria for consideration for an internal payment agreement
 - Execute and monitor internal payment agreements when appropriate
 - Track arrears payments to ensure maintenance of payment agreement
 - Ensure work orders are performed by Maintenance Staff in compliance with court orders and/or tenant agreements
 - Coordinate legal action
 - Identify tenants not meeting requirements or compliance with internal payment agreements
 - Track legal action and communicate with legal team to ensure that FAC meets its deadlines and requirements
 - Create and maintain court document files for each corporation
 - Regularly communicate with FAC's legal counsel about cases
 - Make court appearances when necessary
- Lease violations/Holdovers
 - Identify tenants with lease violations
 - Coordinate with FAC team regarding lease violations
 - Communicate with tenants in violation of lease and maintain record of communication
 - Enter into internal agreement to correct violations if possible
 - Monitor compliance with agreements
 - Refer for legal action if tenant out of compliance
 - Track legal action and communicate with legal team to ensure that FAC meets its deadlines and requirements
- Move-outs as response to legal action
 - Coordinate with legal team
 - Coordinate with Marshall/FAC's legal counsel
 - Coordinate storage issues
 - Coordinate with maintenance team
- Produce Management reports related to duties for Dir. of Asset & Property Man. & ED
- Other Duties as assigned

Qualifications:

- Bachelor's degree required
- Minimum of three years of experience in community work or community centered activities, specifically affordable housing, with knowledge related to the duties described above
- Working Knowledge of NYS/NYC landlord tenant laws, rent stabilization and other policies impacting tenants' rights required
- Computer Literacy, thorough knowledge of Microsoft Windows, Excel, Word and Access
- Experience with management software Yardi preferred
- Able to work independently and be pro-active
- Ability to interact with people in a professional and courteous manner
- Demonstrated commitment to low- and moderate-income communities and residents required
- Solid oral and written communication skills
- Bilingual Spanish/English required

Compensation:

\$48k-52K range - commensurate with experience. Competitive benefits package including full health and dental insurance (following a 90-day waiting period), group life insurance, accrued paid time off and access to retirement savings and flexible spending plans.

To Apply:

E-mail cover letter with resume and expectations with **"Tenant Relations & Rent Collection Specialist"** in the subject line by October 16, 2020 to:

Fifth Avenue Committee, Inc.
Attn: Tenant Relations & Rent Collection Coordinator
621 DeGraw Street
Brooklyn NY 11217
jobs@fifthave.org

No phone calls please.

For more information about FAC, go to www.fifthave.org

*Women, people of color and neighborhood residents are strongly encouraged to apply.
FAC is an equal opportunity employer.*