



## Program Associate

### ROLE

Heat Seek is hiring a full-time program associate to manage our temperature sensor installation program and be involved in all aspects of our impact driven work. The program associate will report to the Executive Director and can expect to work closely and collaboratively with both the Executive Director and our partner organizations. The right candidate will have the opportunity to expand Heat Seek's sensor program and have a voice in shaping the overall direction of the organization as we progress.

Each winter, Heat Seek partners with community based organizations (CBOs) and legal service providers (LSPs) to equip tenants with web-connected temperature sensors to document inadequate heat in their apartments. Over 200,000 heat complaints are made by tenants each year, making it the number one housing complaint in the winter months, yet only about 7% of complaints result in a violation being issued to the landlord. Because the city's process to prove heat complaints is so difficult, Heat Seek provides tenants with an alternative way to accurately and reliably document evidence of inadequate heat. We then support them in using their temperature data to demand repairs, negotiate with their landlords, file a case in housing court, and ultimately achieve better housing outcomes.

This position is ideal for someone with a strong commitment to social justice and an openness to working with technology (rather than someone with a strong technology background but no experience advocating for housing, labor, or economic justice). Training on the hardware and software involved in using Heat Seek sensors will be provided and a prior background in technology is not required.

### RESPONSIBILITIES

The program associate will be responsible for the following:

- Delivering all aspects of our sensor installation program, including identifying processes, deadlines and milestones. Activities include, but are not limited to:
  - Developing and strengthening existing partnerships with community based organizations (CBOs) and legal service providers (LSPs) throughout NYC;
  - Recruiting tenants to participate in the Heat Seek program;
  - Facilitating remote sensor installations;

- Assisting tenants to troubleshoot sensor issues;
- Conducting midseason check-ins with all partner organizations to document progress using Heat Seek temperature data to achieve better housing conditions;
- Supporting tenants, CBOs and LSPs in using Heat Seek data to advocate for apartment repairs/sufficient heat; and
- Collecting sensors at the end of the heat season.
- Conducting a rigorous program evaluation at the end of the heat season.
- Initiating and setting goals for future programs based on the organization's strategic objectives.
- Participating in all aspects of our impact focused work, including program development, strategy, and advocacy work.

## QUALIFICATIONS

Ideal candidates will have the following qualities, skills, and experiences:

- A commitment to housing justice, and experience working with marginalized communities.
- 2-4 years of organizing and/or advocacy experience in housing, labor, economic justice, or related fields. Direct experience doing tenant organizing in NYC is preferred.
- A commitment to New York City's neighborhoods, respect for nonprofit community-based organizations, and a belief in grassroots organizing as a method of building power to address systemic inequality and injustice.
- A strong commitment to racial equity, and comfort applying a racial equity lens to policy and advocacy work as well as to interpersonal professional interactions and relationships.
- Exceptional interpersonal communication skills (written and verbal) and comfort working across racial and socioeconomic differences. In this role you will work to develop and maintain strong relationships with a wide variety of stakeholders and partners, including tenant leaders, community organizers, legal service providers, policy experts, elected officials, agency staff, etc.
- Familiarity with the housing justice landscape in NYC is strongly preferred. Familiarity with the national landscape is a plus.
- Fluency in English and Spanish (required). Ability to translate and interpret.
- Ability to iterate, test, measure, and learn together. Strong candidates will have experience driving program improvements based on learnings.
- Program or project management experience. Ideal candidates will be strong planners capable of meeting deadlines and anticipating logistics snarls, and highly adept at problem solving.
- Exceptional organizational and time management skills. A self-starter who is comfortable working on projects independently or collaboratively.
- Proficiency using a computer (ie downloading and opening files, navigating a web browser, sending emails, etc).

- Note: Heat Seek will provide specific training on how to operate Heat Seek sensors. Candidates do not need a background in technology to succeed in this role.
- A passion for communicating with and providing tech support to individuals who may not be technologically savvy.

Exceptional candidates may also have one or more of the following skill sets, or an interest in pursuing professional development opportunities to learn them:

- Social media, outreach, communications
- Data science, SQL, data visualization

**If even 70% of the above sounds like you, please consider applying!** The right candidate will have the opportunity to expand our program and have a voice in shaping the overall direction of the organization as we progress. If you've been looking for the opportunity to make a real difference in a mission-driven startup, this is an excellent opportunity.

## LOGISTICS

- Hours: Full-time, generally 9:30am-5:30pm ET.
- Location: Heat Seek is currently fully remote due to Covid-19, and will remain so for the foreseeable future. However, candidates should be based in NYC and available to work out of Heat Seek's Brooklyn office and attend in-person events at the conclusion of Heat Seek's work from home status, timing TBD.
  - At this time, we can only consider applicants with authorization to work in the United States on a permanent, full-time basis. Unfortunately we cannot provide visa sponsorship.
- Compensation: The salary range for this position is \$60,000 - \$63,000 annually, depending on experience.
- Equipment: You will receive a dedicated work laptop.
- Safety: Please note that Heat Seek has adopted a COVID-19 vaccination policy to safeguard the health and well-being of our employees. As a condition of employment, all Heat Seek employees are required to be fully vaccinated and boosted for COVID-19 (with the possibility of additional boosters as recommended by the CDC and/or New York State), unless a reasonable accommodation is approved or as otherwise required by law.

Heat Seek works to ensure an inclusive work environment committed to diversity & equity, work/life balance, professional development opportunities, and a culture that values staff, our partners and the broader community in which we work.

## EEOC STATEMENT

Heat Seek is committed to advancing the right to housing for New Yorkers and ending the harassment and displacement of low-income communities of color. This position requires critical thinking around how institutional racism, classism, and xenophobia have historically impacted, and continue to impact, housing policy in NYC and nationally. The ability to approach work through an anti-racism lens is a required job skill and a core value at Heat Seek. As an equal opportunity employer, we highly encourage people of color to apply. Heat Seek is committed to interviewing candidates with nontraditional backgrounds and/or work histories.

## TO APPLY

- Please email [info@heatseek.org](mailto:info@heatseek.org) with the subject: Program Associate Application: [your name].
- Attach a PDF of your cover letter. The cover letter should include a few paragraphs on why you think you'd be a good fit for this position and with the mission of Heat Seek.
- Attach a PDF of your resume.

## ABOUT THE ORGANIZATION

Heat Seek is a nonprofit (501c3) organization working at the intersection of innovative technology and tenant advocacy. We support housing attorneys, tenant organizers, and city officials working on issues of affordable housing by providing low-cost, web-connected temperature sensors to tenants facing heating abuse and harassment. By analyzing indoor temperature data alongside citywide housing data, we provide new ways for advocates to target and reach at-risk tenants, gather data that demonstrates lack of services, and take action with that data to achieve safe, healthy housing.