

COOPER SQUARE MUTUAL HOUSING ASSOCIATION

59-61 East 4th Street, 4th Floor New York, NY 10003 Phone: 212-477-5340 Fax: 212-477-9328

Job Announcement

Cooper Square Mutual Housing Association *Resident Relations Specialist*

Status: Non-Exempt

Position: Full-time, 35 hours/week

Cooper Square Mutual Housing Association (CSMHA) is a nationally recognized low-income housing cooperative and non-profit organization formed in 1991 on the Lower East Side of Manhattan. Our mission is to manage and preserve a co-op of 21 buildings so that they are permanently affordable to low-income resident-shareholders, under principles of economic and social justice embodied in our community's history. CSMHA is the product of local residents organizing against their own displacement and governance of the co-op by local residents remains a central dynamic in our organization. The CSMHA also acts as managing agent to several other HDFC and mixed-use cooperative buildings outside of the CSMHA co-op. All together, the organization is responsible for maintaining over 400 units of affordable housing.

To achieve our mission, CSMHA works closely with two affiliated organizations:

- The Cooper Square Community Land Trust, which owns and stewards the land under our buildings;
- The Cooper Square Committee, which created our organization and provides advocacy services to our residents while continuing to organize against the displacement of low-income residents in our larger community.

Resident Relations Specialists are the primary point of contact between residents who live in our housing and our organization, which manages the housing. The Resident Relations Specialist (RRS) works with residents and staff to identify and resolve a wide variety of issues including:

- building and apt. maintenance issues,
- building and apt. repair issues,
- resident-caused issues that can impact the household or building, (clutter, unsanitary conditions, criminal activity, etc.)
- non-payment issues,
- conflicts between residents.

The RRS conducts regular building association meetings to get feedback from residents and share information. The RRS also conducts regular apartment and building-wide inspections to assess housing conditions and other issue that need to be addressed. The RSS is a property management position but also involves activities typically associated with resident advocacy and community organizing.

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The Resident Relations Specialists work closely with, and reports directly to, the Director Operations.

Specific Responsibilities

- Work with maintenance staff to identify, address and track housing conditions, code violations and other issues through internal “work orders”.
- Maintain orderly and accurate resident records and files. This includes creating and tracking “change orders” and entering this information into the organizational database.
- Advise, facilitate and attend resident building meetings.
- Attend and participate in other community and staff meetings.
- Perform other duties as needed.

QUALIFICATIONS

- Minimum of one-year experience with property management, tenant advocacy or equivalent position.
- Fluency in either Spanish, Cantonese or Mandarin is mandatory.
- Excellent follow-up and problem solving skills.
- Excellent people skills: ability to work with and communicate well with all types of residents and all levels of staff.
- Effective communication skills, including basic writing skills (ability to write letters, fill out forms, compose emails, create notices, etc.) and public speaking skills.
- Basic understanding of NYC housing rules (including Housing Maintenance Code) and of tenant/shareholder rights.
- Ability to maintain confidentiality regarding resident personal information and organizational information is essential.
- Ability to stay organized and maintain records and files.
- Ability to manage multiple tasks and shift priorities according to urgency.
- Ability to work with partner organizations to connect eligible residents to social service programs, benefits and other community resources.
- Proficiency in basic Microsoft Office programs and housing management software such as Rent Manager
- Ability to work independently and as part of a team; willingness to contribute ideas and take direction and receive constructive criticism.
- Experience working in diverse, multi-lingual, low- and moderate-income communities is essential; experience working with specific populations (seniors, individuals with mental health challenges, survivors of domestic or sexual violence, formerly incarcerated individuals, etc.) is a plus.
- Experience working for a non-profit organization is a plus.
- Willingness to work evenings.
- Willingness to help with organizational events or projects as needed.

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- Respect for community residents and co-workers.
- Commitment to CSMHA mission.
- Commitment to equal treatment of all community members regardless of age, race, ethnicity, religion, national origin, language, citizenship status, family composition, ability, health status, gender, gender identity, sexuality, income, source of income, occupation, employment status, education, appearance, lifestyle, involvement with criminal justice system, drug use, political affiliation, etc.
- A sense of humor is a plus.

COMPENSATION

Salary is \$33,000 -- \$40,000, commensurate with experience. Cooper Square Mutual Housing Association offers a comprehensive benefits package including full health and dental insurance benefits (following a 90-day waiting period), voluntary flexible spending plan, Simple IRA retirement plan, and paid leave time.

HOW TO APPLY

Please email cover letter and resume to:

Dave Powell,
Executive Director
dpowell@csmha.org

Please indicate "Resident Relations Specialist" in the subject line. No phone calls please.

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Cooper Square Mutual Housing Association is an equal opportunity employer (EEO).