

TENANT ENGAGEMENT SPECIALIST JOB DESCRIPTION

Agency Description:

IMPACCT Brooklyn is a dynamic neighborhood-based organization. We combine community organizing tenant and homeowner services, affordable housing development and management, and economic development to improve the Brooklyn communities of Fort Greene, Clinton Hill, and Bedford Stuyvesant.

Job Description:

IMPACCT Brooklyn is seeking an enthusiastic Tenant Engagement Specialist to perform and provides tenant outreach, and engagement as well as on-call assistance to residents of IMPACCT Brooklyn properties. This position will work on reducing barriers to service individuals and families who are seeking to access available support, but have difficulties navigating the processes.

The Tenant Engagement Specialist will build partnerships between multiple IMPACCT Brooklyn departments to enhance the seamlessness of services to our residents. This position will report to the Director of Community Organizing.

Key Responsibilities Include:

- Develop relationships with external partners and government to gain a first-hand knowledge of programs and offerings for residents of IB affordable housing projects.
- Assist to coordinate the completion of applications to enable residents to garner resources that will assist with rent payments and healthy living.
- Report to the Director of community organizing/engagement and also liaise with the IB Asset Management/Tenant Compliance dept.
- Maintain a database of available supports.
- Work and support the Administrative Assistants in Property Management, Asset Management and Community Organizing Departments in maintaining a client roster (currently IMPACCT has over 1000 units of housing).
- Help to develop and maintain marketing and tracking materials for tenant engagement as well as talking points for tenant engagement team.
- Assist in keeping lists of tenants willing to participate in IMPACCT's relief programs and supply the necessary information for surveys, questionnaires etc., for tenants not willing, and keeping a record of reason why
- Respond positively to residents' concerns or expressions of dissatisfaction with any aspect of our service and to work to resolve them.
- Perform calls to tenants for follow-ups on any open issues
- Help with coordination of limited events, when appropriate e.g. touch-free pick-up or drop-off of related paperwork
- Assist in the development of presentations for workshops related to tenancy, financial wellness, etc.
- Promote and support resident involvement and attend meetings where necessary.
- Represent IMPACCT Brooklyn at all times in a professional and positive attitude.

Skills & Competencies:

- Bachelor's degree in Social Work or related field or:
- Minimum 2 years of community/tenant organizing experience
- Exceptionally strong interpersonal skills along with the ability and willingness to respect and value the differences and perceptions of different groups/individuals
- Solid written and verbal communication skills, coupled with presentation skills
- Strong attention to detail and the ability to manage tasks, establish workload priorities, and meet deadlines
- Proficient in the use of Microsoft applications and Zoom platform
- Ability to travel to IMPACCT Brooklyn properties
- Willingness to commute, on occasion, to/from IMPACCT Brooklyn's offices or properties with appropriate COVID-19 precautions enacted.

WORK ENVIRONMENT

This job operates in a professional office environment and remotely. This role routinely uses standard office equipment such as phones, photocopiers, filing cabinets and fax machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job. Prolonged periods of sitting at a desk and working on a computer. While performing the duties of this job, the employee is required to be active, including standing, walking in the outside elements, hearing, bending, lifting and/or arranging office products and supplies and may require employee to periodically climb stairs. The employee may be required to travel to other facilities.

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time non-exempt position (35hrs a week) and hours of work and days are Monday through Friday, 9:00 a.m. to 5 p.m. and as needed for evenings. Flexible hours considered.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

This job description has been approved by all levels of management:

Executive Director: _____ Human Resources: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____