

**Community League of the Heights  
Tenant Services Coordinator  
PACT Renaissance Collaborative Program  
Job Description and Qualifications**

A Tenant Services Coordinator assists in the implementation of the service component of the PACT Renaissance Collaborative Program. The PACT Renaissance Collaborative Program (RCP), part of the New York City Housing Authority's Permanent Affordability Commitment Together (PACT) program, is an initiative designed to provide comprehensive upgrades to 1,700 apartments in 16 Public Housing projects in Manhattan, as well as enhancements to the buildings' elevator, security, and heating systems and other needs identified by residents through a collaborative process that will take place in the coming months.

**Schedule:** Full Time

**Reports To:** Director of Social Services

**Start Date:** ASAP

**Responsibilities**

- Coordinate day-to-day activities of the RCP project in designated NYCHA buildings and projects;
- Disseminate and evaluate resident surveys in each RCP project;
- Establish and maintain working relationships with tenant leadership counsels and plan and facilitate assemblies and meetings with residents;
- Establish and maintain working relationships with NYCHA site staff;
- Establish and maintain working relationships with existing and future service providers in RCP projects;
- Implement and oversee direct RCP service programs;
- Maintain resident records and regularly update resident files;

**Qualifications**

*Strongly Desired*

- Ability to work closely with people of diverse backgrounds, ages, and cultures;
- Experience with social service program implementation;
- Experience with tenant organizing and tenant services;
- Excellent time-management and organizational skills; experience and ability to work largely independently while managing multiple projects and competing priorities;
- Confidence and strength in written and verbal communication;
- Fluency in Spanish, Haitian Creole/French, or Mandarin/Cantonese is strongly desired.

**To apply:** Please send your resume and cover letter to Debra Keenan at [dkeen@cloth159.org](mailto:dkeen@cloth159.org) by October 15, 2020