

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

Director of Housing Management and Resident Relations

Status: 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.

The Director of Housing Management and Resident Relations works collaboratively with other CSMHA staff to oversee, facilitate and perform key property management functions including:

- admissions,
- apartment transfer requests,
- closings,
- lease renewals,
- commercial leasing,
- resident relations,
- litigation and
- day-to-day management of the housing.

The Director of Housing Management and Resident Relations is a member of CSMHA "senior staff" and is responsible for supervising two Resident Relations Specialists and the Administrative Assistant. The Director of Housing Management and Resident Relations works closely with and reports directly to the Executive Director.

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Principal Responsibilities

Property Management/Resident Relations

- Coordinate day-to-day management activities with the Maintenance Supervisor and Resident Relations Specialists. Ensure that effective and high quality services and repairs are delivered in a timely manner. Ensure the safety and security of CSMHA buildings.
- Attend, coordinate and facilitate Building Captain meetings (attendance at night meetings is a requirement of this position.) Assist Resident Relations Specialists in building leadership among Buildings Captains and developing active resident associations. Work with Building Captains to identify and resolve issues in their buildings.
- Ensure Resident Relations Specialists perform regular building inspections and individual apartment inspections.
- Meet with individual residents in one-on-one meetings to resolve issues impacting the household, building and/or the co-op.
- Negotiate and track “in-house” payment agreements for residents who are in arrears with the co-op.
- Coordinate and oversee litigation for the co-op.
- Work with the Executive Director and our real estate broker to negotiate leases and resolve issues with commercial-tenants, including real estate taxes, lease compliance, repairs and services to commercial spaces, etc.

Supervision, Planning and Development

- Establish goals and objectives for supervised staff. Create work plans for evaluation and monitoring of staff goals and objectives. Provide supervised staff with written annual evaluations.
- Conduct weekly meetings with supervised staff in order to coordinate the work, give feedback, provide staff support, update work plans and deal with management-related issues as they arise.
- Attend monthly senior staff and full staff meetings.
- Work closely with Executive Director to plan and track work listed above and additional program objectives, including: staff hiring, leadership and professional development trainings for staff and board members and assisting with any special projects authorized by the Board.

Administration and Compliance

- Work with Executive Director to ensure compliance with relevant State and City laws, codes, and regulatory agreements. Work with maintenance staff and office staff to address housing code and other violations.
- Coordinate and oversee the Admissions Committee. Ensure that all requests and applications for CSMHA apartments (including transfer and additional apartment requests/applications) are addressed fairly

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and according to the co-op's governing documents and local, state and federal housing rules.

- Prepare regular reports on residents in arrears, legal cases, admissions and vacant apartments/commercial spaces.
- Attend CSMHA Board Meetings to report on admissions, litigation, vacancies and commercial matters. Coordinate Board signing of documents and passage of relevant motions at Board meetings to advance this work.
- Assist in tracking expenses and budget lines for supervised work; assist with grant and contract reporting as needed
- Maintain (and ensure that supervised staff maintain) orderly and accurate resident records and files.
- Perform other related duties as needed.

QUALIFICATIONS

- Minimum of two-years experience with management of multi-family housing, preferably affordable housing.
- Strong knowledge of housing management theory and practices, including real estate and affordable housing economics.
- Experience with supervising management and clerical staff.
- Experience working in diverse, multi-lingual, low-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.
- Fluency in Spanish, Cantonese or Mandarin required.
- Excellent people skills: ability to work with and communicate well with all levels of staff, board members, vendors and CSMHA residents.
- Effective communication skills, including proficient writing skills (ability to write letters, reports, and staff evaluations) and public speaking skills.
- Experience tracking, notifying and working with residents who fall behind on rent/monthly maintenance fees.
- Ability to connect residents in crisis to community resources and to work with partner organizations.
- Understanding of NYC housing laws, tenant/shareholder rights and familiarity with housing court.
- Experience ensuring organizational compliance with HPD Regulatory Agreements, ADA, Fair Housing rules, Rent Stabilization, etc.
- Understanding of housing benefit and rent grant programs such as Section 8, SCRIE/DRIE, HRA housing allowances, one-shot deals, etc.
- Experience with addressing housing code and ECB violations and with interacting with City and State agencies including HPD, DOB, DOF, DHCR, HTC and the Attorney General's office.
- Proficiency in basic Microsoft Office programs and housing management software such as Rent Manager.
- Ability to stay organized and maintain original records and files.

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- Ability to maintain confidentiality regarding resident information, organizational information and legal affairs. Ability to keep files and information safe and secure.
- Strong organization and planning skills; experience with creating and tracking work plans.
- Ability to analyze and address problems and adjust to shifting priorities.
- Ability to work independently and as part of a team; ability to both give and take direction and constructive criticism.
- Willingness to work evenings/weekends as necessary.
- Respect for community and co-workers.
- Commitment to CSMHA mission.
- Commitment to equal treatment of all community members regardless of age, race, color, 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 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 (*including salary requirements) and resume by 1/31/19 to:

Dave Powell,
Executive Director
dpowell@csmha.org

Please indicate "Director of Housing Management and Resident Relations" in the subject line. No phone calls please.

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