

Resident Services Coordinator

PROPERTY: Channel Square

REPORTS TO: Property Manager

POSITION: Part Time, 16 hours; flexible hours including evening and some weekend hours.

BACKGROUND:

Rose Community Management is a hands-on community manager focused on enhancing the lives of our residents, creating a good working environment for our employees, and meeting the financial and regulatory expectations for each property we manage.

With corporate offices in Cleveland, Ohio, we operate under both a centralized and decentralized support-structure model. Our corporate office has a full array of support teams, including operations, accounting, marketing, human resources, compliance, information technology, maintenance, and capital projects. We also have extensive regional teams that support the day-to-day needs of the portfolio in the field. Each community and our teams use the most advanced information and communications technology to make sure that we can deliver the information we need to manage the properties effectively.

With over 250 employees in 12 states, we are leaders in our field. We have both the insight and the experience to manage affordable and mixed-income housing in a way that makes a lasting, positive impact on communities and on people's lives, while meeting bottom-line expectations. Many members of our senior management team have in excess of 25 years' experience in the field of affordable housing, including federal programs, low-income tax credits, and mixed-income transactions. We empower our team to take on the complexities of our business, and we encourage sharing ideas so we always bring the best ones to the table. We also constantly consult with other groups within Jonathan Rose Companies to make sure we are implementing the best solutions for any of our projects.

Channel Square, located in SW Washington, DC, is a 231-unit mixed income housing complex. Channel Square is owned by Somerset Development Company and National Housing Trust

GENERAL RESPONSIBILITIES: The Resident Services Coordinator is responsible for implementing and developing programs, activities, and events for the benefit of Channel Square residents. Responsibilities include but are not limited to connecting residents with needed and available community resources, coordinating and implementing social activities & educational programs for youth, adults, seniors, families, and partnership development.

Specific Responsibilities include, but are not limited to, the following:

- 1. Plan and Implement Programs and Activities:** Needs of youth, adult, senior, and families are identified and responded to with appropriate workshops, programs and activities, as prioritized and agreed upon in consultation with supervisor. Programs are designed with a special emphasis on health/wellness, financial fitness, and education

Resident Services Coordinator

with programming. Programs are offered at times convenient for the majority of residents, including some evening programs for residents who work during the day.

2. **Partnerships:** Maintain contact with community partners, including non-profits and vendors, to bring relevant workshops, programs, activities, and opportunities to the community. In consultation with Property Manager (supervisor), create relevant memoranda of understanding with partners and vendors to ensure compliance with accounting and risk management. Assure best practices and clear communication are implemented with all parties involved in the partnerships.
3. **Supervise Interns, Volunteers:** Coordinate and supervise volunteers to work as facilitators and help meet other community needs. Support volunteers by providing curricula, when appropriate, and all other necessary program materials.
4. **Maintain Community Spaces and Equipment:** Ensure that groups using the community room and computer center clean up after each activity and take care of the equipment in each room. Maintain computer equipment by coordinating technical support for adjustments and repairs, as necessary, and upgrades, as possible.
5. **Collect Data & Assist with Management of Budget:** Compile and enter relevant data in monthly report on program outcomes. Produce monthly reports on time each month and other reports, as requested. Based on program participation data and other input from residents, use the allocated program funds to provide a variety of popular programs and useful services without overspending. Provide accurate and timely documentation of all expenses.
6. **Other duties as assigned.**

REQUIREMENTS:

- Human Services and/or Education Degree
- Experience working in the social service and education field strongly preferred
- Experience planning and implementing programming and events for multigenerational communities.
- Experience reporting outcomes.
- Experience with under-served and low income families strongly desired.
- Strong interpersonal and organizational skills, computer skills and be competent in Microsoft Office programs.
- Strong motivation and the ability to work independently required.

Term & Compensation: Compensation based on salary history and experience.

Application: Application must include a cover letter, resume, and salary requirements. Please email to crozon@somersetdev.com