

Resident Experience Manager

Alexandria Housing Development Corporation (AHDC) is a non-profit affordable housing developer and owner. [To learn more about our history, mission, vision, and values, please click here.](#)

Alexandria Housing Development Corporation (AHDC) will be known as “Housing Alexandria” starting February 2023.

Purpose of Position

The Resident Experience Manager will lead the Resident Services team with integrity by establishing and maintaining a trusting, inclusive, and productive environment. The team member will work alongside the property management team to enhance the resident experience by improving communication, establishing processes to resolve challenges, and de-escalating problems. The Resident Experience Manager will also assist in managing the Resident Services projects, focusing on the successful implementation and execution of the Rent Ready and Stable programs, developing community relations, and fundraising efforts. This position will report directly to the Vice President of Operations.

AHDC’s *Ready Stable Own* initiative is designed to assist low-income community members on their journey to secure an affordable home from rental to ownership with the goal of building equity and generational wealth.

Position Requirements:

The Resident Experience Manager is a full-time permanent position requiring the employee to be locally in the DMV area and must be onsite in the AHDC main office a minimum of 3 full days per week. Tuesday & Thursday are mandatory, with some weekends and evenings required. The team member will need to travel within the City of Alexandria to visit current and future AHDC communities; therefore, must have reliable transportation and commute to the properties as required.

AHDC follows CDC COVID-19 health and safety recommendations, including mask mandates. Although vaccine mandates are not required, we do require reporting vaccine status.

Primary Responsibilities

- In collaboration with the property management team, design and implement processes to problem solve, de-escalate resident complaints, and proactively address challenges
- Develop, inspire, and instruct members of the Resident Services team as it relates to a broad range of branch areas, including administrative, program development, program execution, reporting, and more
- Collaborate with the Resident Services and property management team to develop, evaluate, and maintain programs aimed at enhancing resident experience, community satisfaction, and improve quality of life
- Develop, monitor, and provide reports on the resident services budget
- Co-lead the Tenant Advisory Board, including recruiting, training, communication, and event evaluation
- Pilot and launch a program to help community members successfully rent a LIHTC unit
- Assist in the review of completed rental applications to ensure that they meet compliance standards

- Responds to compliance-related questions from community members, AHDC team members, and property management
- Cultivate and manage resident relations with the goal of improving events and program attendance
- Collect, analyze, and report resident and program data accurately and timely. Maintain all reporting requirements set by funding and/or governmental agencies
- Drive process improvement opportunities utilizing consistent tools and processes by using technology and industry best practices
- Attend all staff meetings, training sessions, and other appropriate meetings and conferences as required
- Perform other duties as directed

The Successful Candidate Will Have

- A bachelor's degree in Behavioral Science, Social Science, or a related field (Substitutable by 5 years of relevant work experience)
- Experience providing assistance to individuals and groups facing difficulties such as economically disadvantaged, unemployment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies, inadequate housing
- **Must:** proficient knowledge and experience in Tenant Income Certifications
- **Minimum:** three years of experience working in affordable housing and LIHTC
- **Minimum:** two years of experience managing people and projects
- Strongly preferred: Spanish fluency, with the ability to read and write at a proficient level
- Creative and innovative problem-solving skills, including negotiation and conflict resolution
- Highly organized and self-motivated with experience working in a professional setting with limited supervision
- Experienced in using Microsoft Suite, including Excel, project management, and SharePoint
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with all levels of employees and partners
- Capacity to work on multiple tasks and projects simultaneously while still meeting the priorities of the position
- Salesforce experience a plus
- Adapt positively to a fast-paced work environment
- Sincere interest in career growth and support of AHDC's mission

Salary and Benefits

Commensurate with experience. \$65,000 to \$75,000 annually. This is a bonus-eligible position. AHDC's benefits package includes medical, dental, vision, life, and disability insurance. Matching 401(k), parental leave, HSA, tuition assistance, paid networking opportunities, wellness program, flexible work schedule, paid time off, and more.

How to apply

Please submit a resume and cover letter to resumes@housingalexandria.org. Resumes that do not include a cover letter will not be considered.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

AHDC is an Equal Opportunity Employer, drug-free workplace, and complies with ADA regulations as applicable.