



Part-Time Resident Services Coordinator: Spanish Fluent

Housing Alexandria is a non-profit affordable housing developer and owner. [Click here](#) to learn more about our history, mission, vision, and values.

Purpose of Position

The part-time Resident Services Coordinator will primarily present, translate, and communicate Resident Services programs, events, and initiatives in Spanish. The ideal candidate must speak, write, and read English and Spanish fluently, be comfortable with public speaking, and be able to translate Real Estate, legal, and complex terms in English and Spanish during in-person events and meetings. They must be a self-motivated problem solver eager to learn, build community relations, and assist in improving the quality of life for our residents. This position will report directly to the Resident Experience Manager.

Position Requirements

The Resident Services Coordinator is a part-time permanent position requiring the team member to work an average of 10 hours a week, with the possibility of increasing up to 29 hours a week in the summer and fall. An exact schedule will depend on the number of planned events and business needs, taking into consideration the team member's availability.

The team member must be locally in the DMV area and able to travel within the City of Alexandria regularly for HALX events as required. Some weekends and evenings are also required.

Primary Responsibilities

Translation

- Work with all teams to translate presentations, informational documents, videos, monthly newsletters, flyers, pamphlets, blog posts, etc., to convey vital information on Housing Alexandria programs and our community partner's services.
- Host Spanish Rent Ready events to educate and assist Spanish-speaking Alexandrians on LIHTC affordable properties and the compliance qualification process.
- Assist the Spanish-speaking community members interested in renting at a Housing Alexandria community in completing rental applications, gathering compliance required documentation, and troubleshooting inquiries.
- Assist current Spanish-speaking residents in answering their questions and completing eviction prevention documents, social programs sign-ups, and other Housing Alexandria services.
- Translate and assist in planning and implementing the Shared Equity Homeownership Program (SEHP) orientations, informative meetings, webinars, blogs, marketing, and services for interested homebuyers in Spanish.

Resident Services

- Assist in all aspects of hosting and managing events for Resident Services.
- Assist with recruiting and training Spanish speaking volunteers.
- Assist in developing and evaluating programs to enhance resident experience and community satisfaction to improve quality of life.
- Use data and event/program experience to write and present reports that include recommendations on best practices and improvements to future initiatives.



- Assist in developing, evaluating, and maintaining partnerships with community organizations and vendors, emphasizing providing accessible services to residents and the homeownership program.

Ongoing Work

- Collaborate and support the Resident Services team to oversee and execute policies, day-to-day tasks, trainings, and operations budget.
- Actively participate in all team meetings, training sessions, and other educational sessions and conferences as required.
- Foster Housing Alexandria's mission, culture, values, strategic plan, and commitment to diversity, equity, and inclusion.
- Perform other duties as directed.

Required Skills and Qualifications

- Excellent Spanish speaking, writing, and reading fluency.
- Excellent English speaking, writing, and reading fluency.
- Proficient in Microsoft Suite
- Experience in research, data analysis, and presentations.
- Public speaking and presentation skills.
- Capacity to work on multiple tasks and projects simultaneously while meeting the position's priorities.
- Excellent interpersonal communication skills, explaining processes, effective writing, software, etc., and providing guidance and support for colleagues of all levels.
- Sincere interest in career growth and support of Housing Alexandria's mission.

Beneficial Skills and Qualifications

- Property Management and LIHTC Compliance knowledge a plus.
- Comfortable with various responsibilities, including day-to-day administrative tasks and big-picture strategic projects, which may evolve.
- Professional office experience.
- Experience aiding individuals and groups facing difficulties such as economic disadvantage, unemployment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies, and inadequate housing.
- Military Veterans are encouraged to apply.

Is this position right for you?

We strongly encourage people of every race, color, orientation, age, gender, origin, and ability to apply. Candidates with lived experience in the services we provide are highly desired. We value a diverse workplace and prioritize an inclusive climate without discrimination and harassment during the application process and after you join the team.

Research indicates that men tend to apply for jobs when they meet just 60% of the criteria, while women and people from other marginalized groups only apply if they are a 100% match. If you are passionate about Housing Alexandria's mission and think you have what it takes to be successful in this role, even if you don't check all the boxes, please apply. We'd appreciate the opportunity to consider your application.

Salary and Benefits



Commensurate with experience. \$20-\$22 an hour. Housing Alexandria's benefits package for part-time team members includes paid networking opportunities, a wellness program, a flexible work schedule, paid time off, and more.

How to apply

Please submit a resume and cover letter to resumes@housingalexandria.org. **Only resumes that include a cover letter will be considered.** We will request three professional references to contact after an interview has taken place.

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.

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

