



## Resident Services Associate

Housing Alexandria (HALX) 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 Resident Services Associate will actively be in the community alongside the Resident Experience Manager to execute the pre-leasing program Rent Ready. They will assist in coordinating events and programs designed to improve our residents' quality of life, work with the community operations team to increase resident satisfaction, and connect our residents to life-enriching resources in Alexandria.

The ideal candidate must speak, write, and read Spanish and English fluently, be confident in public speaking, and understand and translate leasing, legal, and complex terms in Spanish and English during in-person events and meetings. They must also be a self-motivated problem solver eager to learn, with excellent organization skills and a drive to advocate for HALX and our residents.

### Primary Responsibilities

#### Rent Ready

- Assist English and Spanish speaking community members interested in renting at a Housing Alexandria community in completing rental applications, gathering compliance required documentation, and troubleshooting inquiries.
- Coordinate Rent Ready Office Hours, including communication efforts, scheduling, partner relations, after-action reports, data collection, and more.
- Assist in managing the Rent Ready leasing waitlist software through data upload, review, and reporting.
- Host Spanish Rent Ready events to educate and assist Spanish-speaking Alexandrians on LIHTC affordable properties and the compliance qualification process.
- Support the Rent Ready program's marketing and information efforts, including content creation, WhatsApp messaging, and participation in community events.

#### Programs & Events

- Assist English and Spanish speaking residents in answering their questions and completing eviction prevention documents, social programs sign-ups, and other HALX services.
- Support the organization, marketing, and execution of cultural and social activities, educational events, resource fairs, and meetings for residents based on data collection and evaluation.
- Assist with the Tenant Advisory Board, including scheduling, communication, reporting, and resident advocacy.
- Support lunch-and-learns, property tours, networking industry functions, and other partner activities.
- Assist in data collection, reports, and presentations to residents, team members, the executive team, and community partners.
- Support the execution of funding opportunities for Resident Services projects, including grant applications, sponsorship coordination, and fundraising events.



## Ongoing Work

- 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.
- Serve as the primary point of contact for residents through oversight of resident email requests, phone calls, and monthly newsletter creation.
- Maintain professional and technical knowledge by attending subject-relevant educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Collaborate with and support the Resident Services team to oversee and execute policies, day-to-day tasks, training, and the 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 and English speaking, writing, and reading fluency.
- Superb customer service skills.
- Experience in research, data analysis, and presentations.
- Public speaking and presentation skills.
- Excellent interpersonal communication skills, effective writing, explaining processes, software, etc., and providing guidance and support for colleagues of all levels.
- Capacity to work on multiple tasks and projects simultaneously while meeting the position's priorities.
- Sincere interest in career growth and support of Housing Alexandria's mission.
- Must have a valid driver's license.

## Beneficial Skills and Qualifications

- Minimum one year of experience in LIHTC and multi-family property leasing process.
- Proficient in Microsoft and experience with property management software (RealPage).
- Event planning and coordination.
- 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.

## Position Requirements

This position requires the team member to have a valid driver's license and travel locally in the Alexandria area.

### Physical

- Must be able to lift, carry, and transport 10 pounds regularly.
- While performing the duties of this job, the team member will be occasionally required to stand, sit, talk, hear, reach, stoop, kneel, and use hands and fingers to operate a computer, telephone, and keyboard.



## Schedule

The Resident Services Coordinator is a full-time permanent position requiring the employee to be locally in the DMV area and must be onsite in the Housing Alexandria corporate office a minimum of 3 full days per week. Tuesday & Thursday are mandatory to be onsite. Some weekends and evenings are required. Weekends and evenings will be coordinated with at least two weeks' advance notice and offset with flexibility for hours during the week.

## 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. \$40,000 to \$45,000 annually. This is a bonus-eligible position. Housing Alexandria'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](mailto: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.