Resident Services Director

For more information, please email HR@hrehllc.com
To apply, please visit: https://hrehllc.applicantpro.com/jobs/1435460.html

POSITION SUMMARY:

Humphrey Management is a Columbia, Maryland based residential property management firm dedicated to Creating Thriving Communities throughout the Mid-Atlantic region. The Resident Services Director will be responsible to provide services that strengthen Humphrey Management communities with the coordination of resident programs, services and activities. The Resident Services Director is a detailed team player who is effective working independently and in coordination with community teams. The focus of this position is to enhance and support the physical, social, financial and psychological stability and well-being of residents.

*The essential functions of the Resident Services Director are as follows:*

- Projects a professional image in all aspects of work performance, which includes, but is not limited to personal habits, demeanor, and attire. Meets company standards on conduct, attendance, etc. Models Mission and Foundations and Service Commitments and Fair Housing laws.
- Demonstrates excellent communication skills and provides exceptional customer service.
- Manages and coordinates quality resident programs and services for assigned portfolio of both multi-family and senior communities based on the needs and preferences of the resident populations.
- Establishes working relationships with neighborhood service providers, public agencies, schools and private partners in assigned portfolio areas to enhance and expand resident services, as appropriate. Researches and applies for appropriate resident services related grants.
- The range of service programs include but are not limited to medical and health related services, financial and computer literacy workshops, workforce development classes, eviction prevention services, ESOL classes, GED preparation, community cultural appreciation, multi-generational collaboration, study skills, homework clubs, parenting workshops, mental and physical health wellness activities, subject matter expert presentations, arts & crafts projects, neighborhood, birthday and holiday celebrations, and food bank deliveries and distribution.
- Coordinates resident programs and activities with on-site Community Managers and team members. Maintains accurate records of all resident programs.
- Oversees the development of the monthly and annual activity calendars for internal use and communication to residents for each community.
• With related stakeholders, reviews and evaluates the effectiveness of the individual and collective community resident service plans to support the physical, social, financial and psychological needs of the community residents.
• Creates and maintains library of shareable files of available resources and services.
• Monitors and adheres to prescribed resident services budgets for each community. Contributes to the development of the resident services budgets and maximizes effectiveness and efficiency of available resources.
• Takes active ambassador role to resolve or coordinate resolution of issues involving resident services.
• Develops relationships with resident and community volunteers to facilitate increased participation and to cultivate increased resident engagement.
• Performs other duties as assigned.

Qualifications

• Bachelor's degree in social work, human services or related field. MSW, preferred. Strong project and time management skills required. Excellent interpersonal and written communication skills necessary.
• Attention to detail and the ability to prioritize multiple demands and meet critical deadlines required. Willingness and ability to be an active team player needed.
• Working knowledge and understanding of standards of practice related to geriatrics, aging, disabilities, child development and adult education as it relates to human development. Actively pursues professional continuing education. Membership with the American Association of Service Coordinators (AASC) preferred.
• Ability to work effectively with diverse populations of resident and team members including age, economic status, interests and cultural background.
• Proficiency with Microsoft Office Suite preferred. Working knowledge of SharePoint preferred.