

WHDC Job Description

Job Title: Relocation Coordinator

Department: Real Estate Development

Reports To: Relocation Manager

Supervisory Role: No

FLSA Status: Exempt

Job Summary

The Relocation Coordinator provides crucial support to the Relocation Manager and residents during the planning and implementation of their temporary relocation as a result of the renovation of their Wesley Housing apartment. The Relocation Coordinator is an organized, responsive, and detailed problem solver who uses his/her/their ability to maintain meticulous records and to meet deadlines, to minimize disruptions for residents, and to help renovation projects stay on timeline.

Essential Functions:

- Assist with resident relocations and related activities for Wesley Housing development projects undergoing renovation or redevelopment.
- Assist with the preparation of relocation plans, relocation agreements, unit-by-unit phasing plans, budgets and resident relocation and moving schedules.
- Conduct one-on-one resident relocation surveys to assess move preferences and any special needs as well as to advise individual residents of the relocation plan and benefits.
- Prepare, serve and maintain proof of service records for all relocation related correspondence, handouts, notices, or related information to residents including but not limited to: General Information Notice, Notice of Non-Displacement and other required relocation related notices.
- Ensure that records and files related to relocation and benefits (e.g., plans, notices, moving records) are kept up to date and any required reports to oversight jurisdictions are prepared on time.
- Process, monitor and document relocation claims and issuance of benefits.
- Provide timely, appropriate responses and resolutions to tenant questions, complaints and concerns regarding relocation, in coordination with the Relocation Manager and other stakeholders such as the Construction Superintendent or Site Manager as appropriate.
- Provide ongoing resident advisory assistance to minimize the disruption of daily living during construction, including drafting reasonable accommodation requests.
- Assist the Relocation Manager in the planning of periodic resident meetings to keep the residents informed about the timing, requirements and conditions of relocation and construction.
- Work with the Relocation Manager to identify and coordinate units for off-site relocation as needed
- Assist the Relocation Manager in implementing the Relocation Plan without delay to construction
- Order moving supplies in a timely manner.
- Schedule and facilitate moves with relocating residents, moving company, construction and property management staff including any necessary unit inspections and manage all logistics.
- Document resident belongings prior to an owner coordinated relocation move and be on-site to coordinate and oversee movers during relocation moves.

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- Distribute any incentive gift cards and resident expense reimbursements, track and maintain records for the distribution.
- Process invoices for relocation team.
- Adhere to ongoing deadlines; respond timely to internal and external requests; maintain continuous, transparent, and professional communication with all stakeholders, as required to maintain high quality customer service and transparency levels.
- Other duties as assigned

Knowledge, Skills, and Abilities

- Able to manage a large volume of work, while maintaining accuracy and attention to detail
- Able to work with diverse stakeholders
- Knowledge or interest in real estate and property management
- Excellent written and oral communication skills
- Excellent interpersonal skills
- Ability to prioritize multiple tasks
- Ideally bilingual in English and Spanish

Education, Certifications/ Licenses, Related Experience

- Associate's degree is preferred, but not required.
- At least one year of experience in a related field (e.g. property management, real estate development etc.) is preferred

Physical Job Requirements

- Able to remain in a stationary (standing and seated) position more than half the time
- Able to travel between multiple locations in the Washington, D.C. metro area
- May need to occasionally kneel, crawl, or crouch down
- Must be able to maneuver (lift, move, carry, slide, etc.) up to 40 pounds
- Able to operate standard office equipment that requires the constant use of hands/fingers/wrists (ex's: typing, filing, etc.) more than half the time
- Able to spend more than half the time viewing computer monitors
- This role is occasionally exposed to hazardous chemicals and materials, outdoor weather conditions, and non-climate-controlled workspaces (less than 25% of the time)
- This role must be able to identify and distinguish between colors less than half the time

Travel Requirements

This position commutes between office and site locations (may include Virginia and District of Columbia) 25 – 50% of the time. Requires reliable transportation. Wesley Housing provides mileage reimbursement.

Wesley Housing has a mandatory COVID-19 vaccination policy.

All employees are required to be vaccinated against COVID-19 unless they have been approved for a medical or religious exemption.

To apply, please visit our careers website at <https://wesleyhousing.org/about-us/careers/>. Click on Open Positions. Select the position you are interested in. Then click the Apply button to submit your application.