

East Orange Housing Authority
Job Description – Tenant Services Coordinator

The Tenant Services Coordinator is primarily responsible for providing full administrative support to residents while coordinating programs and services to enhance their quality of life. They will manage creative resident activities and special events. The Tenant Services Coordinator will act as the liaison for tenants' activities as well as overseeing the Congregate Program and the Food Bank program. This is a full-time exempt position with full benefits. The Tenant Services Coordinator reports to the Family Self Sufficiency Manager.

Main Job Tasks and Responsibilities:

- Create and build rapport with residents.
- Provide high-quality Customer Service to residents.
- Assist residents with completing applications for various benefit programs.
- Coordinate cultural, educational, and social activities for residents in collaboration with Senior Services and other service providers.
- Work with tenants to understand their creative needs and objectives.
- Conduct surveys to determine the interests of residents and organize events.
- Collaborate with other departments to ensure creative projects align with overall business goals.
- Serve as the Food Bank coordinator.
- Record all resident interactions and incidents in the software system.
- Develop and distribute a monthly resident calendar for all three sites.
- Create and distribute flyers and information for resident events.
- Supervise the Congregate Program staff.
- Conduct supply ordering; monthly billing; and annually budget for the Congregate Program.
- Organize and maintain the Congregate Program storage area.
- Other duties as assigned.

Requirements:

- Minimum High School Diploma or equivalent. Associate or bachelor's degree preferred.
- Minimum of five (5) year experience in an administrative or tenant services capacity. Housing Choice Voucher Program or Public Housing Program a plus.
- Demonstrated volunteer and community experience.
- Ability to effectively present information and respond to questions from management, vendors, and associates.
- Ability to adhere to tight deadlines and quick turnaround for deliverables.
- Ability to work collaboratively in a dynamic environment where adaptability is imperative.
- Demonstrated understanding and working knowledge of Microsoft Office applications.
- Strong Interpersonal, organizational, and typing skills.
- Excellent communication and written skills.
- Must be able to multitask, prioritize and be self-sufficient
- Must be customer oriented, professional, and courteous with excellent phone etiquette. Real Estate experience a plus.