

EAST ORANGE HOUSING AUTHORITY

JOB DESCRIPTION

Job Title: Tenant Relations Coordinator/Assistant Property Manager (Full Time)

Job Summary: The Tenant Relations Coordinator/Assistant Property Manager will perform a hybrid of tenant services support and fulfillment of various property management administration functions. Their time will be split between the tenant relations and property management and will primarily be responsible for providing property management administrative support to residents while coordinating programs and services to enhance their quality of life.

MAIN JOB TASKS AND RESPONSIBILITIES: TENANT RELATIONS

- 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
- 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
- Order supplies, prepare monthly billings and assist with preparing the annually budget for the Congregate Program
- Ensure a secure and well-maintained Congregate Program supplies
- Other duties as assigned

MAIN JOB TASKS AND RESPONSIBILITIES: ASSISTANT PROPERTY MANAGER

- Collect and process tenant rent payments and other fees
- Collect and processes applications
- Assist in collecting documents from tenants for their annual recertifications
- Ensure leases and all required legal documents are signed and filed in a timely manner.
- Assist in addressing and promptly resolving questions, requests, and complaints from tenants
- Distribute notices to residents as required
- Assist in inspecting properties on a regular basis to assess condition of buildings and grounds
- Assist in maintaining tenant records and files
- Assist in responding to emergencies
- Reports any problems or issues to the Property Manager
- Other related duties assigned

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REQUIRED KNOWLEDGE AND SKILLS:

- Demonstrates strong interpersonal and organizational skills
- Possesses knowledge of the real estate industry and state and federal housing programs.
- Proficiency in basic computer programs including Microsoft Word and Excel
- Familiarity with property management software
- Must be detail oriented with ability to manage time efficiently
- Ability to adhere to tight deadlines and quick turnaround for deliverables
- Exhibits solid communication skills, with an ability to calmly resolve disputes or complaints
- 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
- Works well with a team

EDUCATION & EXPERIENCE:

- High school diploma or GED required
- Bachelor's degree in management/social services or related field
- Five years' experience working in property management and/or social service.
- Expected to complete property management certification within three months
- NJ Driver's license required

COMPENSATION AND BENEFITS:

- Salary Range: \$55,000-\$65,000 annually, commensurate with experience
- Health and dental insurance
- Retirement plan
- Paid time off (vacation, sick leave, holidays)
- Employee Assistance Program