

Resident Services Coordinator

Waterville, ME

Join a growing organization that supports and strengthens the low-income housing communities across the country. Founded in 1981, Monroe Group is a privately held corporation headquartered in Denver CO. It has grown to become one of the country's fastest-growing affordable housing property management companies with a portfolio of more than 50 multi-unit properties with over 4,800 units in 15 states across the country serving families, seniors and persons with disabilities. Monroe believes in treating our residents with respect and dignity by providing them with professional and responsive management.

POSITION SUMMARY

Resident Services Coordinator (RSC) is responsible for the day-to-day resident services at eight low-income family and senior properties in the Monroe Group Maine Portfolio. RSC is often the first point of contact for Monroe Group residents. S/he acts as an advocate and connects residents to important services and community resources to support them and help them succeed by identifying and developing relationships with community partners. RSC also offers administrative support to the Monroe Group Community Management Team.

ESSENTIAL FUNCTIONS

- Builds relationships with residents to support their needs and goals.
- Coordinates and regularly communicates to residents with updates throughout their property rehabilitation and apartment renovation.
 - Assists with finding off-site activities for residents during apartment renovations when residents must vacate their unit during the day.
- Identifies and provides Monroe Group residents with community resources that will support their needs such as low-cost health insurance, food programs, employment opportunities, life skills, government entitlements, and educational resources; assists them with completing the necessary applications.
- Develops and maintains a comprehensive list of available community resources (employment, education, social service agencies, etc.) for residents.
- Conducts meetings and organizes presenters for educational and lifeskills workshops which may include health care, employment readiness programs, financial literacy, smoking cessation programs, GED programs, parenting classes, etc.
- Provides direct assistance to residents in upholding lease obligations by using the New Resident Presentation that specifically reviews safety, housekeeping, neighbor relations and landlord/tenant responsibilities.
- Maintains confidentiality of past and current residents, management staff, community partners, vendors, etc.
- Be an active member of the community management team, working collaboratively with the community manager and other site staff to meet property needs and resolve resident issues.
- Communicates regularly with residents about on-site and community events/services through printed notices and flyers, maintains bulletin board postings and creates monthly property newsletter.
- Other duties, as assigned.



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REQUIREMENTS

- Associate's degree or pursuing a BA degree, or equivalent is preferred; experience working with families and seniors may be considered.
- Required to travel to multiple locations to support all eight communities in the Monroe Group Maine Portfolio.
- Excellent written, oral communication and presentations skills.
- Ability to understand and respect values, attitudes, and beliefs that differ across cultures and to respond appropriately to these differences with participants and in planning, implementing, and evaluating programs and services.
- Understands how to build relationships with residents and develop community partnerships to support resident needs and goals.
- Proficiency in MS Office Suite.
- *Physical:* Must be able to lift up to 40 pounds, walk up and down stairs, stand, sit, bend, twist, stoop, kneel, and able to walk property in its entirety.
- *Personal:* Must be able to follow directions, be innovative and resourceful, provide excellence customer service, display respect and professionalism at all times. Must be able to work independently or as part of a team, as required.
- Knowledge of Federal, State and Local Policies, and Fair Housing policies affecting low-income, Section 8 property management preferred.

BENEFITS

- Five (5) different health plan options
- Dental and Vision
- 401(k) with dollar for dollar up to 4% match
- Company paid Term Life and Long-Term Disability
- Paid Vacation
- Paid Sick
- Paid Holidays

Monroe Group is committed to diversity in its workplace, and applicants from all backgrounds are encouraged to apply.