

MERCY HOUSING

COORDINATOR, RELOCATION (PROJECT-BASED)

Job Code: RS0036 Pay Grade: NE4 Approved: Chris Shott

Supervisor: Project Developer/Director, Housing Date: 6/2013

GENERAL DESCRIPTION: Create and execute relocation plans that are in accordance with the various laws governing resident relocation. Implement the relocation plan for a property(ies) complying with the Uniform Relocation Act, HUD policies and procedures, and lender and investor requirements. Work well with general contractors, community stakeholders, vendors, government representatives, and all Mercy staff. This is a project-based position.

I. QUALIFICATIONS:

Education: Bachelor's degree in economics, planning, or related field strongly preferred. Other professional qualifications preferred.

Experience: Minimum of two years of demonstrated experience in property management, regulated real estate and preferably in an affordable housing organization. Demonstrated experience working with residents in a multi-cultural environment.

Abilities:

- Effective and clear communication, both verbally and in writing.
- Relate positively to people from diverse backgrounds and professional levels, using tact, patience and courtesy.
- Proficiency in Microsoft Office Suite software.
- Maintain confidentiality with regard to privileged client issues.
- Effectively develop and implement plans that affect multiple stakeholders.
- Plan and organize work.
- Meet schedule and time lines.
- Treat a variety of people with respect and compassion.
- Represent Mercy Housing in a professional manner at all times.
- Understand and commit to the Mission and Values of Mercy Housing.

II. ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

A. TECHNICAL/FUNCTIONAL

1. Serve as primary contact and resource to the project development team, contractor and property management staff for the temporary relocation of on-site residents and for coordinating the re-occupancy of newly rehabilitated units.
2. Assist in the development and maintenance of print information materials related to the temporary relocation and regarding available housing in the community.
3. Provide counseling to residents and coordinate on-site or temporary off-site moves. Implement the plan, document, and maintain relocation files.
4. Develop a system to incorporate information from the residents regarding housing needs and preferences, special needs, entitlements and compensation. Maintain database to track all resident relation outcomes and compensation provided. Produce reports as requested.
5. Standardize relocation files to ensure accuracy and completeness and compliance with HUD and Mercy Housing standards.
6. Counsel all affected residents and potential resident in regards to the process by which the redeveloped units will be leased and/or reoccupied.
7. Coordinate activities with General Contractor, Property Manager and Real Estate Developer.
8. Manage workload so work is complete within budgeted hours.

B. AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

Physical: Occasionally required to push/pull objects up to 30 lbs., and to lift/carry objects up to 30 lbs. Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, and sit for extended periods.

Sensory: Frequently required reading and writing documents, written and financial reports, and plans. Must be able to distinguish normal sounds with some background noise, as in answering the phone, interacting with residents and staff, etc. Must be able to speak clearly and understand/be understood using the English language.

Cognitive: Frequently required to concentrate on moderate detail with constant interruption. Must be able to attend to a task/function for 20-45 minutes at a time. Frequently required to understand and relate to specific ideas, several at a time. Must be able to remember multiple tasks/assignments given to self and others over a period of several days.

Environmental Conditions: Frequent exposure to seasonal conditions in outside weather.

Equipment: Frequently required to drive a car, use a computer, phone, and fax machine.

III. OTHER FUNCTIONS:

1. Other duties as assigned.
- 2.

I have reviewed and understand the essential functions of this job description and am able to perform each function with / without (circle one) accommodation. I further acknowledge that this job description is a general description of the duties of this position and changes in responsibilities may be required by my supervisor periodically.

Signature

Date

IV. VALUES-BASED BEHAVIORS

1. Listens attentively to others. Asks clarifying questions to gain a better understanding of the other person's views and assumptions. Is compassionate for the life circumstances of others.
2. Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers.
3. Identifies and takes advantage of opportunities for personal and professional development.
4. Coaches and encourages individual employees and teams. Encourages the professional and personal development of staff. Positively recognizes the accomplishments of staff in own work group and other areas of Mercy Housing.
5. Comes to meetings prepared and on time; honors work commitments; follows through on what was agreed upon; meets agreed upon deadlines.
6. Collaborates with other work groups, Mercy Housing organizations, and outside organizations as appropriate, in a proactive and responsive manner.
7. Honors the private and confidential matters of co-workers. Protects the proprietary information of Mercy Housing.
8. Follow rules, regulations, and policies. Positively contributes to implementing changes.
9. Communicates courteously and effectively with others. Sets clear expectations.