



EAST LA COMMUNITY CORPORATION

Resident Services Coordinator

Job Description

Full-time Non-Exempt Position

Organizational Background: Four passionate Eastside activists who came together formed East LA Community Corporation (ELACC) in 1995. ELACC's mission is to advocate for economic and social justice in Boyle Heights and Unincorporated East Los Angeles by building affordable housing, grassroots leadership, and access to economic development opportunities for low and moderate-income families. Over the 25-year history of ELACC, we have leveraged over \$259 million in investments through community-driven real estate development, mobilized thousands of residents to change policies, served thousands of low-income residents with community wealth services, and we provide quality affordable homes for over 2,900 people.

About the Position: ELACC seeks an individual who thrives in adding value to the lives of others, has strong communication skills and excellent customer service skills. This position will serve as the liaison between local services providers and residents of ELACC's affordable housing communities. They will ensure ELACC's residents have access to services that will support their ability to remain stability housed and supporting members of their community. They should have experience coordinating events, developing program calendars, providing customer service, building relationship with partners, and working with diverse communities. They should understand the experience of low-to-moderate income individuals and families. The Resident Service Coordinator will build relationships with community partners by presenting on ELACC's Community Wealth and Services programs. They will report to the Director of Community Wealth & Services.

The Resident Services Coordinator is an ELACC team member that leads their core project and fulfills their responsibilities to the entire team by actively fundraising, supporting organization wide projects, participating in all staff planning sessions, and being part of achieving the organization mission and vision.

Duties and Responsibilities:

- Manage the Resident Services programs with ELACC's affordable housing communities
- Liaison between residents and local services providers
- Establishes links and builds relationships with local service providers in the community to benefit residents
- Ensure services providing within our portfolio address the needs of our residents
- Respond to resident inquiries, which includes providing community information, making appointments, and following up with tenants
- Ensure ELACC follows the services requirements within its portfolio
- Develops on-going education presentations, wells programs, and on-site approved services for residents
- Communicates and distributes resident service program material
- Maintains files in compliance with HUD and other management requirements
- Facilitate workshops as needed
- Provide excellent customer service and assist all clients with a positive and friendly manner
- Must possess a positive and professional demeanor in all interactions, under all circumstances
- Represent ELACC at work involved events and peer to peer networks by holding ELACC's mission, vision, and values
- Support the Community Wealth & Services department on other duties as directed by the department Director.

Required Experience and Skills:

Candidates should hold the following qualifications, skills, and experience.

- Related work experience desired
- Knowledge in the following a plus:
 - Coaching
 - Social work or psychology
 - Community services
- Proficient computer skills - knowledge of Microsoft Office Word, Excel, PowerPoint, Outlook and internet research
- Proven ability to enter data into client management systems
- Must have worked with diverse populations
- Professional demeanor and networking skills
- Fully fluent in Spanish and English-speak, read, and write
- Excellent customer service, interpersonal, oral, and written communication skills
- Must be organized and a problem solver
- Demonstrated ability to prioritize and meet communicated schedules and deadlines
- Ability to handle confidential information
- Demonstrated ability to work independently, and as part of a team
- Strong interpersonal and communication skills
- Must have reliable transportation with valid insurance
- Genuine interest and passion for ELACC issues and priorities
- Demonstrated understanding of intersection of racism and poverty

Compensation: Competitive salary based on qualifications and experience. This is a full-time non-exempt position with a competitive benefits package that includes health, dental, retirement, life and disability insurance.

ELACC is an Equal Opportunity Employer

Email cover letter and resume to:

Director of Human Resources at jobopportunities@elacc.org

www.elacc.org

Position open until filled