

Assistant Housing Manager

Warren Village is actively seeking an energetic, passionate and skilled **Assistant Housing Manager**.

Warren Village is a mission driven “learning organization” that is founded on six core values (collaboration, integrity, inclusion, accountability empowerment, and excellence) that drive our culture and our work. Utilizing a Two-Generation (2Gen) approach, Warren Village empowers disadvantaged single parents to regain self-esteem, reconnect to the community, and ultimately reclaim a productive place in the community.

We are looking for people who believe that you can learn from failure and that you can improve outcomes through reflection. We are looking for creative, critical thinkers who are not restricted by convention. We desire candidates who bring ideas to the table, energy to the team, and a sense of humor. We desire candidates who are looking for more than just a job, but are instead seeking the chance to create opportunities for those most disadvantaged in our community to improve their lives.

If you are up for the challenge and the reward, we encourage you to apply!

Job Description – Summary:

This full-time, exempt position fulfills essential services in three areas:

1. Assisting residents with and completing all HUD and LIHTC paperwork for interim and annual recertification, preleases and the occasional lease.
2. Making sure that all files are in compliance with HUD and LIHTC regulations.
3. Assisting residents with rent issues.

This position reports directly to the Housing Manager.

Essential Duties & Responsibilities:

Applicant/Resident Support

- Meets with residents to complete all HUD and LIHTC paperwork for interim and annual recertification, preleases and the occasional lease.
- Completes move-outs, special claims, EIV, background checks and other compliance tasks.
- Completes all 10-day notices, any evictions paperwork and other associated communications.
- Completes quarterly in-house resident file audits to ensure smooth annual external agency audits.
- Sets appointments, answers the telephone, transfers calls, checks voice mails, writes and posts notices, warnings and infractions, assembles resident files, and assists residents and visitors.
- Works directly with applicants in applying for the program in the absence of the Application Coordinator; including discussing the program, reviewing applications as they are returned,

making copies of relevant documents, running background checks, and setting follow-up appointments. Helps those who do not qualify for the program with information about alternative resources.

Knowledge, Skills, & Abilities:

- Proficiency and speed working in Microsoft Outlook, Excel and Yardi, with the ability to quickly master new programs.
- Strong written, telephone and oral communication skills, with the ability to work effectively with staff and very low income single parents
- Greets all visitors to the building in a positive and helpful manner while enforcing building visitor/security policies.
- Follows all Ethics, Policies, Regulations, Rules and Standards governing employment, health/safety, conduct and Fair Housing rules, established by Federal, State or Local agencies and management.

Other Responsibilities:

- Assists as needed with oversight of contractors, vendors and volunteers.
- Performs a variety of research tasks as needed.
- Other duties as assigned.

Other Relationships:

- Works collaboratively with all internal departments of Warren Village, external agencies, applicants and residents.
- Has a strong commitment to maintain confidentiality regarding the personal information of applicants, residents and staff.
- Is culturally competent; having the ability to understand and accept different worldviews, communicate and effectively interact with people of different cultures and socio-economic backgrounds.
- This position has contact with applicants, residents, vendors, contractors, volunteers, visitors and Warren Village staff

Salary & Benefits: This is a full-time exempt position with an attractive benefit package including medical, dental, and vision insurance as well as sick time, PTO, flexible spending accounts, company paid Life and LTD insurance, a child-care discount in our fully accredited Early Learning Center, and a matching 403(b) retirement plan. Salary is commensurate with experience and credentials. We are an organization that values diversity and strives to reflect the community we serve.

To Apply: Interested candidates should submit the following items (as separate pdf attachments) to careers@warrenvillage.org, Subject line: Assistant Housing Manager.

1. Resume
2. Three professional references (*to be contacted only if candidate progresses to the final round*).
3. Cover letter addressing the following items (*responses not to exceed 300 words each*):
 - a. Describe your most important professional accomplishment.
 - b. How would you approach your first month in this position?

Only applicants selected for an interview will be contacted.

The above declarations are not intended to be an “all-inclusive” list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.

We do not accept unsolicited resumes from recruiting agencies. Warren Village is proud to be an Equal Opportunity Employer. We are committed to equal employment opportunity regardless of race, color, religion, sex (including pregnancy or related medical conditions), national origin, veteran status, sexual orientation, gender identity, age, disability, marital status, or other protected category. If you have a disability or special need that requires accommodation, please contact us at careers@warrenvillage.org.