



Title: Occupancy Specialist / Assistant to Executive Director

Date: October, 2017

Reports To: Executive Director

Location: Coleman House, Newton, MA

GENERAL SUMMARY

Processes resident-related documents, certifications, and fees and maintains databases with resident information. Performs resident certification and re-certification processing for Section 8, Low Income Tax Credit, and other government subsidies. In conjunction with Executive Director, manages activities related to marketing, finances, maintenance, programming, occupancy, resident relations, and resident services.

ESSENTIAL JOB FUNCTIONS

- Processes resident-related documentation for all government subsidies and outside agency inspections, including vouchers, certifications, annual re-certifications, and interim re-certifications as needed.
- Maintains resident-related databases.
- Processes move-in and move-out documentation of residents.
- Informs staff of new move-in resident information
- Collects and processes monthly rent and fees of all residents
- Maintains parking permit database and issues parking stickers.
- Prepares memos to residents regarding building-wide maintenance projects.
- Maintains inventory of office supplies and serves as point person for equipment repairs, as necessary.

OTHER DUTIES AND RESPONSIBILITIES MAY INCLUDE:

- Performs reception duties including answering phones and greeting guests, as needed
- Conducts Move In and Move Out inspections
- Covers for maintenance staff when on vacation or out of the office (wears beeper, responds to emergencies)

- Assists with Resident Services events and resident issues as needed
- Approves timesheets as needed when Executive Director is unavailable
- May provide direction to a resident or another staff member assisting with front desk coverage and other administrative tasks.
- Oversees Point of Service (“POS”) system for dining, laundry and housekeeping services.
- Performs additional duties, as assigned.

PREPARATION, KNOWLEDGE, SKILLS AND ABILITIES

- Prior experience in property management compliance for residential communities required
- Certification for processing Section 8 and Low-Income Housing Tax Credit subsidies preferred.
- Bachelor’s degree preferred
- Bilingual skills in English/Russian preferred
- Excellent interpersonal and communication skills
- Detail-oriented and well organized
- Demonstrated capacity to respect and support older adults to live independent and dignified lives regardless of physical capacity
- Team-oriented
- Proficient in word processing, spreadsheet, and presentation software

SUPERVISORY RESPONSIBILITY

- No supervisory responsibility.

WORKING CONDITIONS/PHYSICAL DEMANDS

- Normal office environment.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis*

Qualified candidates should forward a cover letter and resume by email to hrjobs@jche.org; by fax to (617) 912-8469, or by mail to Human Resources, JCHE, 30 Wallingford Road, Brighton, MA 02135. For further information about JCHE and its Coleman House, see our website at www.jche.org. JCHE is an Equal Opportunity Employer.