

MHANY Management, Inc.

Position Description – Assistant Resident Coordinator
Brooklyn, NY

MHANY Management Inc. (“MHANY”), a mutual housing association, is a not-for-profit community and housing development organization that owns and manages over 2,000 affordable rental apartments throughout New York City and in Patterson, New Jersey. MHANY also provides free-of-charge counseling for first time home buyers and foreclosure prevention for homeowners. The successful candidate must believe in the core MHANY values and be driven by its mission to provide quality affordable housing to low- and moderate-income individuals and families.

Position: Assistant Resident Coordinator
Job Category: Non Exempt
Reports To: Compliance Director
Salary Range: \$40,000 to \$50,000

MHANY Management, Inc. seeks an experienced Assistant Resident Coordinator to work within our Resident Department. The Resident Department is responsible for all tenant related property management work including, but not limited to rent collection, leases, and annual tax credit and other file compliance.

JOB RESPONSIBILITIES:

- Perform annual income certifications such as Section 8, HOME, Low Income Housing Tax Credits, etc.
- Schedule meetings with residents for annual income certifications
- Calculate income and asset from submitted documents and complete related forms
- Maintain resident confidentiality in the handling of privy communications and documentation; file resident documentation in an orderly fashion
- Coordinate resident outreach as needed i.e. resident meetings, maintenance projects, new policies
- Respond to a high volume of inquiries via phone, email, and/or in-person contact
- Perform other duties as assigned by supervisor

SKILL SET:

- Experience working with low- and moderate-income residential rental housing.
- Experience with annual income certifications such as Section 8, HOME, Low Income Housing Tax Credits, etc.
- Highly organized, self-motivated, excellent communicator, willing to travel to various parts of the city
- Ability to travel to the field to meet with residents, collect documents, run calculations and complete the paperwork that goes along with managing an affordable housing portfolio
- Complete timely reports and be prepared to take final responsibility
- Positive attitude toward hands-on work, field work, paper work and must have the ability to communicate well and work with the other members of the residential management team.

- Ability to follow up on each aspect of the work. Meticulous attention to detail is necessary.
- Excellent writing and verbal communication skills including interacting with various audiences such as maintenance staff (super, handymen and porters), inspectors, lenders, government agencies, etc.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

- High School Diploma or GED minimum; college degree preferred
- Minimum of two (2) years related professional experience
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Experience with property management software, i.e. Real Page, Site Compli preferred
- Certificates & training in tax credit and other housing funding compliance preferred
- Ability to work extended hours as necessary
- Bilingual English/Spanish preferred