



Job Title: Resident Services Coordinator
Department: Community Engagement
Reports to: Senior Resident Services Coordinator
FLSA Classification: Non-exempt
Supervises: N/A
Created / Updated: April 2023

POSITION OVERVIEW

The primary role of the Resident Services Coordinator is to develop and implement community services programs and foster community volunteerism to support the programs and services provided. The primary targeted communities are residents in CVHC's apartment buildings. The secondary role is to foster resident leadership development, to ensure active participation and support in the development of affordable housing projects. The Resident Services Coordinator will build partnerships with outside service providers and oversee new and existing programs, under the direction of the Senior Resident Services Coordinator.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Create flyers, programs, announcements, videos, photo montages and other promotional materials related to Resident Services programs and events.
- Update Facebook, website, and other social media, as necessary.
- Compute, type, and record data or other information such as resident services records, contracts, Memoranda of Understanding (MOUs), attendance sheets, or reports as needed.
- Compile, copy, sort, and file records of office activities, business transactions, and other documents related to Resident Services.
- Conduct resident surveys to gauge the need for adequate services and programs.
- Provide presentations regarding resident organizing for self-advocacy, civic engagement, voter registration, disaster preparedness, and other community related services.
- Follow-up on program provider paperwork including attendance sheets, invoices, monthly reports, and insurance documentation.
- Process, follow-up, and submit payment requests to the Accounting Department consisting of all contracted instructor invoices, program invoices, and purchase orders with prior review and authorization by the Senior Resident Services Coordinator.
- Assist in the scheduling of events, appointments, and meetings.
- Work directly with residents, youth, program providers, program instructors, and other community organizations as needed to promote programs and services.

- Assist in the coordination of Resident Services programs, CVHC events and other activities as needed.
- Work requires routine walking, standing, bending, and carrying of items weighing less than 40 lbs. during site visits at CVHC's sites throughout Riverside County.
- Work requires extensive time (50% or more) away from the office at various CVHC sites, meetings, events, etc., throughout Riverside County.
- Work requires delivering supplies, projects, books, school supplies, activity kits, meals, produce, and other items to residents at various sites.
- All other related duties as assigned.

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

- Associate degree (A.A.) and/or two to three (2 - 3) years community outreach experience. Previous experience in affordable housing construction industry a plus

Required Technical Skills

- Working knowledge of computers, and most commonly used business software to include, Microsoft Word, Excel, Outlook, and PowerPoint.

Required Licenses/Certifications

- Valid California Driver's license, proof of auto insurance with Bodily Injury limits of 100,000/300,000 or more, and reliable transportation.

Other Skills and Abilities

- Have attention to detail, with excellent follow through on assigned work.
- Have a strong working knowledge of MS Word, Excel, Power Point, and other Office software applications.
- Seeks clarity on priorities as needed, monitors the quality and timeliness of own work.
- The ability to effectively communicate with all levels of the organization and its partners.
- Have good writing and verbal communication skills, including public speaking.
- Be highly organized.
- Be capable of managing multiple priorities and able to prioritize work assignments.
- Able to maintain strict confidentiality throughout the organization.
- Knowledge of use of social media outlets such as Facebook, Twitter, etc.
- Ability to work effectively for the causes of low-income housing and the programs that support the organization.
- Bilingual English/Spanish speaking, reading, and writing skills required.
- CVHC requires a criminal background check for the safety of our

residents. An employment offer is conditional until CVHC has received a federal criminal background check verifying eligibility to work in our Community Relations programs.

PHYSICAL DEMANDS

The physical demands described on the attached “Physical Demands of Position” chart are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See attached “*Physical Demands of the Position*”.

CONFIDENTIAL INFORMATION

This position has access to confidential information: Resident information.

COMPANY FUNDS

This position has access to company funds: Advances to purchase supplies and gift cards for programs.

SAFETY

Comply with established safe work practices and attend all safety-related training provided or made available by the Company.

Equal Opportunity Employer

Resident Services Coordinator	Wage Range	Non-Exempt Status
Step 10	\$19.0990 / hour	
Step 15	\$24.3758 / hour	

ACKNOWLEDGEMENT

I have been given a copy of this position description. I understand that I may be asked to perform job tasks and duties not listed in the description and that my supervisor may change the description at any time, according to Company needs.

<i>Signed - Employee</i>	<i>Date:</i>
<i>Signed – Supervisor</i>	<i>Date:</i>

cc: Supervisor, Personnel File

Approvals: Dept Dir [] HR [] Ex. Dir [] REV. April 2023

PHYSICAL DEMANDS OF POSITION

Job Title: Resident Services Coordinator Date: [Click here to enter a date.](#)
 How many hours are worked per day? 8 hours

When completing this form, look at the job from a typical/average workday perspective.

PHYSICAL ACTIVITY	Percentage Time Designation			
	Rarely <1%	Occasionally 1-33%	Frequently 34-66%	Continuously 67-100%
Stand	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Sit	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle or feel	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Reach with hands and arms over shoulder	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Reach with hand and arms over head	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Climb or balance	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Taste or smell	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>

i.e., Position requires standing 1/3 of the time.

Does this job require that weight be lifted or force be exerted? If so, how much and how often?

WEIGHT	Percentage Time Designation			
	Rarely <1%	Occasionally 1-33%	Frequently 34%-66%	Continuously 67%-100%
Up to 10 pounds	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

i.e., Position requires lifting 1/3 of the time up to 10 pounds.

Does this job have any special vision requirements? Check all that apply.

- Close Vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- No special vision requirements

List specific job duties that require the physical demands selected above: