



RESIDENT RETENTION SPECIALIST

Over the last 68 years, SVdP has grown from a volunteer-led non-profit to the largest human services agency in Lane County with more than 600 employees. Our mission is to assist the poor and those in need of consolation, seeking out and utilizing every resource. Being mindful of the sanctity and dignity of all, any charitable work that advances those goals is within the mission of SVdP Lane County.

Since 1988, St. Vincent de Paul has developed multi-family housing for low income families, seniors and people with disabilities. We've developed more than 1,600 units so far and operate almost 1,500 of those units. Our Property Management department oversees our rental properties from Waitlist to leasing, including a robust portfolio of manufactured homes.

The Resident Compliance Specialist assists and supports the Resident Retention Supervisor with tenant education, notices and reasonable accommodation tasks to ensure consistent operation of properties. The Resident Compliance Specialist is called upon to function in the following areas:

- Establish and promote a positive community environment
- Communicate regularly with tenants
- Organize and coordinate the completion of tenant education about lease compliance
- Organize and coordinate the execution of notices of non-compliance
- Track lease compliance issues and ensure completion in a timely manner through the Tenant Retention team
- Prioritize tasks to ensure are all completed timely
- Training with staff (504 Coordinator and Portfolio Manager/PM Assistant)

SPECIFIC RESPONSIBILITIES

- Serve as a liaison between tenants and staff of St. Vincent de Paul Property Management.
- Contact tenants regularly to follow up, track, and resolve incidents.
- Issue notices.
- Maintain a written log of all communication with tenants. This includes any incidents witnessed or heard in the performance of ordinary duties.
- Notify Team Leads and PM Director of emergency situations.
- Organize and coordinate posting of notices and other tenant communication door to door, as needed. Follow up on all notices as needed.
- Support 504 Coordinator, and help process reasonable accommodation/modification requests.
- Check email at least every two hours to maintain communication with other staff.
- Check voicemails often and return all calls within 24 hours.
- Prioritize task to ensure are all completed timely.
- Track and ensure timely completion of tasks assign.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job.

Physical Demands

- Stand/walk for long periods of time, sit, bend, stoop and climb up and down stairs
- Speak or hear, both in person and over the phone
- Use hands to operate general tools and maintenance equipment
- Use legs, arms, hands, and fingers regularly for cleaning, landscape/maintenance repairs, hauling and paperwork
- Reach with hands and arms and lift up to 50 pounds
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus
- Use equipment regularly including maintenance tools and landscaping equipment

Mental Demands

- This position has a high priority for accuracy and detail
- Manage stress, this can be a high stress position
- Be efficient in a high production environment processing paperwork on a timely basis
- Work under deadlines with frequent interruptions
- Must have ability to set priorities on a continual basis and meet all timelines
- Speed, attention to detail and accuracy are required
- Confidentiality must be maintained at all times
- Interact with persons from diverse backgrounds who may be confused, irrational, irate or hostile
- Interact with division management and staff
- Use written and oral communication skills
- Read and interpret data, information and documents
- Use math or mathematical reasoning
- Learn and apply new information skills

Signature: _____

Date: _____