

Jurisdictional Class: Competitive
Adopted: April 23, 2015
Revised: May 6, 2024

HOUSING TENANT RELATIONS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves planning, coordinating, and implementing programs and events that educate tenants, promote community agencies within the public housing sector, and communicate residents' needs with management staff. An incumbent is primarily responsible for preparing monthly newsletters to convey information on available public services, providing training, organizing educational events, and providing updates to tenant associations and council officers on Federal Department of Housing and Urban Development (HUD) requirements. The incumbent may also serve as the first point of contact for resolution of complaints, policy violations, or other resident related issues. The functional duties of this position are similar to those of a Housing Assistance Specialist, except that the Housing Tenant Relations Coordinator will defer more complex issues to a higher level supervisor and/or authority. The work is performed under direct supervision of the Housing Assistance Supervisor in accordance with established policies and procedures with some leeway allowed for the use of independent judgment in carrying out the details of the work. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Processes housing applications for properties managed by Plattsburgh Housing Authority;
Plans, coordinates, and implements programs and events that educate tenants and brings resources to site;
Promotes community agencies within the public housing sector and connects tenants with such agencies for personal and educational needs;
Works with families and individuals on a one-on-one basis to promote self-sufficiency in such areas as budgeting, resume writing, etc.;

Provides training, organizes educational events, and provides updates to tenant associations and council officers on HUD requirements and assists in determining what changes directly affect housing and best practices to implement changes;

Plans and organizes social events for residents and employees;
Prepares, maintains, and updates schedules, records, and logs as required;
Engages with community organizations to stay current with local, state, and federal offerings;
Gathers information, prepares, writes, copies, edits, selects graphics, and oversees the distribution of newsletters to convey information on available public services.
Manages housing related social media and coordinates distribution of housing related information into the community;
Collaborates with the community and related agencies to help fill vacancies at managed properties;
Assists Housing Assistance Supervisor with housing unit inspections;
Addresses minor policy violations and communicates higher level complaints to supervisory staff;
May serve as first line of contact to address resident complaints and conflicts, and refers higher level complaints and conflicts to supervisory staff for resolution;
Assists Housing Assistance Supervisor in collecting documentation for program compliance and recertifications;

Housing Tenant Relations Coordinator

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Knowledge of community, social, and educational services available;
Knowledge of state and federal housing and HUD rules, regulations, and guidelines;
Knowledge of customer service principles in assisting residents and staff;
Ability to perform basic editing, writing, and publishing practices related to newsletters;
Ability to provide a variety of services from the community to the residents;
Ability to maintain records, schedules, logs, and reports using computer and related software applications;
Ability to establish and maintain effective professional relationships with coworkers, supervisors, the general public, and clients of varied social, economic, and educational backgrounds.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree or higher and three (3) years of experience in public relations or customer service; or
- (b) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience as defined in (a) above; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.