



POSITION ANNOUNCEMENT

Affordable Housing Relocation Specialist

JOB SUMMARY: Under the direction of the Relocation Manager, the Relocation Specialist coordinates all phases of the tenant relocation process. Areas of responsibility include client intake, move coordination, resident relations and collaboration with property management. This position is characterized by a high degree of initiative, strong organization, demonstrated follow-up and follow-through skills, and an ability to work with a diverse group of staff, community members, construction team, and consultants. The position also requires proficient computer skills and strong verbal and written communication ability.

BERNAL HEIGHTS NEIGHBORHOOD CENTER: Now celebrating our 39th year as a community-based, member-led nonprofit organization, BHNC's mission is to preserve and enhance the ethnic, cultural, and economic diversity of Bernal Heights and surrounding neighborhoods. We accomplish our mission by developing affordable housing throughout San Francisco; providing linguistically and culturally responsive services to our community's most vulnerable adults, seniors, youth, and their families; developing leaders; and organizing and empowering our tenants, clients, members, and allies to advocate for their needs and for the needs of the community.

PRIMARY RESPONSIBILITIES

- Responsible for delivering high quality relocation assistance to diverse clientele and delivering temporary and permanent relocation services
- Daily, face-to-face and phoned based tenant counseling to help residents navigate the leasing process.
- Interviews and completes client intakes to establish relocation needs and special requirements.
- Provide clear explanation of relocation, benefits and processes; prepares and distributes required notices timely
- Communicate RAD rules as it relates to tenant relocation and services
- Collaborate with onsite service partners, property management and co-owners.
- Responsible for maintaining accurate and well organized case and electronic files
- Work with Relocation Manager to coordinate moves
- Participate in BHNC community-wide efforts and events including the annual membership drive, Fiesta on the Hill street fair, and BHNC's annual Community Congress, among others.
- Present at community meetings
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND EXPERIENCE

- Good working knowledge of relocation and tenant acquisition programs.
- Working knowledge of the City of San Francisco RAD (Residential Assistance Demonstration Program)
- Strong Excel and Word Program

- Case Management Experience helpful.

PREFERRED QUALIFICATIONS

- Bachelor's degree in business, management, communications, social work, or urban planning preferred.
- 1-2 years, prior relocation experience preferred
- Understanding of San Francisco economic, social, political and real estate context.
- Excellent verbal and written communication skills with ability to interact with persons of various social, cultural, economic, and educational backgrounds.
- Experience in developing effective relationships with tenants in affordable housing communities, housing authorities, tenant councils, and business leaders.
- Self-motivated, detail-oriented, creative and able to work with time sensitive materials and meet multiple simultaneous deadlines.
- High degree of initiative, responsibility, accountability and conflict-resolution skills.
- Proficiency in word processing, spreadsheets, internet and email.
- Ability to work in a diverse, multi-ethnic environment.

HOURS: Full-time, non-exempt position. Some evenings and Saturday's required.

COMPENSATION: Competitive salary, depending on experience. Comprehensive benefits.

TO APPLY: Email cover letter, salary requirements and resume to employment@bhnc.org, with subject line: Affordable Housing Relocation Specialist.

BHNC is an Equal Opportunity Employer.