

An exciting opportunity is now open.

Resident Services Coordinator
\$80,846.84 - \$108,342.50 Annual DOQ

Opening Date: October 22, 2024

Closing Date: November 8, 2024

The Santa Clara County Housing Authority (SCCHA) is the county's largest provider of affordable housing, helping make rental housing safe and affordable for approximately 20,000 low-income households.

How You Will Make an Impact:

The Santa Clara County Housing Authority (SCCHA) is committed to enhancing the lives of our residents through innovative services and strong community connections. We believe in the power of collaboration and outreach to foster vibrant, supportive environments.

The Resident Services Coordinator will coordinate, monitor, and actively participate in our resident services programs. The ideal candidate will support outreach activities to promote program participation and conduct training sessions aimed at building and maintaining productive community relations.

This position will require some evening and weekend hours. Come join our team!

What Our Team Is Looking For:

Any equivalent combination of education and/or experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

- An associate degree in sociology, social work, business administration, public administration, career planning or related field; and
- Three (3) years of increasingly responsible experience administering or supporting the administration of resident services and/or community outreach programs in a government or non-profit agency.

Our Ideal Candidate:

The successful candidate will join a dynamic team of professionals and will possess the following skills:

- **Customer/Client Service** – takes a proactive approach of identifying, understanding, and continuously monitoring customer needs and valuing colleagues as customers, promoting a collaborative culture.
- **Exceptional Communicator** - expresses ideas clearly and concisely both orally and in writing. Values the diversity and differences brought by others, build, and maintain interpersonal relationships.
- **Judgement & Decision Making** – a critical thinker and problem solver. Makes decisions in compliance with the law and Agency policies.

- **Advancing Inclusivity and Leveraging Diversity** – Create a culture of inclusivity where individuals of diverse cultures, demographics, or backgrounds are valued for their unique perspectives and talent.
- **Initiative** – Proactively seek solutions to resolve unexpected challenges. Actively assists others without formal direction.

For a detailed description of the position's essential functions, please click [HERE](#).

SUPPLEMENTAL QUESTIONS:

1. Do you have an associate degree in sociology, social work, business administration, public administration, career planning or related field?
2. Please describe your experience in administering or supporting the administration of resident services and/or community outreach programs in a government or non-profit agency.