

JOB DESCRIPTION FOR RESIDENT SERVICES COORDINATOR

- I. The Resident Services Coordinator position is under the direction and supervision of the Director of Community Relations supporting the Community Relations Department
- II. Duties of the Resident Services Coordinator include:
 - A. Type, format, proofread, and edit correspondence and other documents using correct and concise grammar, spelling and punctuation for the Community Relations Department.
 - B. Create flyers, programs, announcements, videos, photo montages and other promotional material related to Resident Services programs and events.
 - C. Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and computers.
 - D. Update Facebook, website and other social media by request.
 - E. Answer telephones, direct calls, and take messages.
 - F. Compute, type, and record data or other information such as resident services records or reports as needed.
 - G. Distributes and processes supervisor's out box.
 - H. Compile, copy, sort, and file records of office activities, business transactions, and other documents.
 - I. Maintain concise, accessible, and organized filing system.
 - J. Follow-up on program provider paperwork including attendance sheets, monthly reports and insurance documentation.
 - K. Process, follow-up, and submit for payment requests to the Accounting Department consisting of all contracted instructor invoices, program invoices, and purchase orders with prior review and authorization by the Resident Services Supervisor and the Director of Community Relations.
 - L. Assist in the scheduling of events, appointments, and meetings.
 - M. Work directly with residents, youth, program providers, and program instructors
 - N. Process supply order requests, coordinate back up information and file as appropriate
 - O. Assist in the coordination of Resident Services programs, CVHC events and other activities as needed.
 - P. Give presentations; speak in public on behalf of CVHC's Community Relations Department when appropriate.
 - Q. The majority of work is performed in a professional office setting and is generally sedentary, requiring routine walking, standing, bending, and carrying of items weighing less than 40 lbs.
 - R. All other duties as assigned.

III. QUALIFICATIONS:

The incumbent for the Resident Services Coordinator position shall:

- A. Have attention to detail, with excellent follow through on assigned work.
- B. Have a strong working knowledge of MS Word, Excel, Power Point, and other Office software applications.
- C. Seeks clarity on priorities as needed, monitors the quality and timeliness of own work.
- D. The ability to effectively communicate with all levels of the organization and its partners.
- E. Have good writing and verbal communication skills, including public speaking.
- F. Have a high school diploma or equivalent, some college preferred.
- G. Be highly organized.
- H. Be capable of managing multiple priorities and able to prioritize work assignments
- I. Able to maintain strict confidentiality throughout the organization.
- J. Knowledge of use of social media outlets such as Facebook, Twitter, etc.
- K. 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 Services programs.
- L. Ability to work effectively for the causes of low income housing and the programs that support the organization.
- M. Have a valid CA Driver's License. Must maintain and submit current proof of auto insurance and have reliable transportation.
- N. Preferred with good Bilingual English/Spanish speaking, reading, and writing skills.

Step 9	\$34,054.21	Non Exempt
Step 13	\$42,866.30	Non Exempt

Equal Opportunity/ Affirmative Action Employer

This Job Description describes the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability. This is not a contract.

Dept. Head Executive Director