

**KEYSTONE OPPORTUNITY CENTER, INC**  
**Job Description**

**Affordable Housing Coordinator**

**Position Summary:**

One factor contributing to homelessness is lack of affordable housing. That's why Keystone Opportunity Center works to increase the number of affordable housing units in Montgomery and Bucks counties. To manage these rental properties, we are seeking an Affordable Housing Coordinator. The person in this role will manage the program, overseeing duties including lease signings, inspections, move-ins, tenant relations, billing, collection, utilities, inspections, exits, evictions, and connecting tenants to other social services. The Affordable Housing Coordinator will have a flexible schedule as s/he will be on call for property maintenance issues, evaluating problems via phone or in person, then hiring service/repair companies if necessary. The Coordinator will also work to improve the program, collaborating with the Executive Director to research ways to change the program in order to improve tenant outcomes and avoid evictions. As this position has an unpredictable schedule (sometimes very busy and sometimes very quiet based on number of apartment turnovers) the Coordinator will assist the Executive Director with clerical duties or special projects in order to fill in the schedule.

**Responsibilities:**

- Oversee tenant interaction from lease signing to exit.
- Complete all administrative tasks including all tenant communications, lease signings, move-ins, utility connections, billing, late payment counseling, collections, exits, evictions, and connecting clients to services that could help them.
- Maintain organized, accurate and detailed files on all tenant communications and paperwork, logging all tenant contacts, all vendor communications and all repairs/maintenance work.
- Carry Keystone Property Emergency Phone and respond to all calls 24x7, flexing your schedule to accommodate the occasional after-hours or weekend emergencies.
- Conduct in-person monthly inspections of all units, producing written reports and evaluating repair needs, as well as following up with tenants about changes they need to make as a result of inspections.
- Set up time line for repairs and renovations, evaluating best value of service from vendors and ensuring adherence to budget, timeline, and quality.
- Maintain property maintenance spreadsheet tracking repairs on each property.
- Develop relationships with service vendors, asking for donations of services when appropriate.
- Manage volunteer work groups who clean and paint vacant properties occasionally on weekends.
- Meet personally with tenants, as necessary.
- Meet vendors at property for repairs.

- Maintain key cabinet, tracking all keys in and out of the office.
- Post required legal notices on units.
- Appear in court for cases between Keystone and tenants.
- Familiarity with (or ability to become familiar with) landlord/tenant laws.
- Work with the Executive Director to set annual budget for property maintenance, repairs, and rehabilitation needs, and work within the budgets
- Assist the Executive Director in program evaluation, researching what other housing organizations are doing to create best outcomes for tenants in their owned properties.
- Assist the Executive Director in developing policies and procedures for the Affordable Housing program.
- Assist the Executive Director in finding and securing sponsors/donors/grants for the Affordable Housing Program.
- Provide clerical and project support to the Executive Director, as assigned.

**Qualifications:**

- Ability to manage tenant relations, assess property maintenance work, negotiate with vendors, and conduct all administrative tasks with professionalism
- Strong interpersonal and writing skills
- Must be exceptionally organized, able to set and keep deadlines, and a problem solver, able to gather information and make recommendations to resolve issues
- Commitment to excellence and creativity on behalf of client self-sufficiency
- Professional, friendly demeanor
- Team approach to work
- Heart for dealing with low-income community
- Willing to maintain flexible schedule in order to be on call 24x7 to deal with property emergencies
- Commitment to the mission of Keystone Opportunity Center

**Reports to:** Executive Director

**Hours:** Full Time, with schedule that can be flexible to accommodate emergency work 24x7 during property emergencies.

**Salary and Benefits:** Competitive and commensurate with experience.

**Application:** E-mail resume and cover letter (combined into one PDF document) to Arlene Daily, [ExecutiveDirector@keystoneopp.org](mailto:ExecutiveDirector@keystoneopp.org) Applications reviewed in the order in which they are received. Open until filled.