

Resident Relations Specialist

Full-Time Position, In-Office

Location: St. Louis Office

Reports to: Asset Manager

Salary Range: \$43,000 - \$45,000/year

Schedule: 8:00 a.m. – 4:30 p.m.

AGENCY OVERVIEW

Missouri Housing Development Commission (MHDC) is the Housing Finance Agency for the state of Missouri. MHDC is a mission-driven organization providing affordable housing opportunities for extremely low to moderate-income Missourians with both federal and state funding. The organization offers a rewarding career in public service by providing the opportunity for dynamic, impactful and fulfilling work serving individuals and families across the entire state.

BENEFITS

MHDC strives to be an employer of choice and offers competitive pay, life balance, including generous time off, business casual dress code, downtown location with paid parking, and extensive benefits.

- Health Insurance with Immediate Coverage
- State of Missouri Pension
- Paid Covered Downtown Parking
- Prime Downtown Location
- Tuition Reimbursement
- Paid Professional Licensure / Fees / Continuing Education
- Paid Professional Development Opportunities

LEAVE TIME

Annual Leave and Medical Leave accruals begin immediately.

- 3 Weeks Paid Time-off (Annual Leave)
- 3 Weeks Paid Time-off (Medical Leave)
- 13 Paid Holidays (annually)
- 6 Weeks Paid Parental Leave

COMPENSATION

	Low Base Salary	High Base Salary
Annual Base Salary	\$43,000	\$45,000
Estimated Annual Benefits Value	\$36,818	\$37,949
Total Estimated Annual Compensation Value*	\$79,818	\$82,949

*Actual total compensation is based on benefits elections.

POSITION SUMMARY

The MHDC Resident Relations Specialist will support residents, property management, owners, and community members with questions and concerns at MHDC developments.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Document and respond to written and verbal comments and concerns from residents, owners, property managers, community groups, and the public.
- Gather information to assess concerns and ensure issues are addressed according to housing program guidelines.
- Organize and follow up on all concerns until they are appropriately resolved.
- Monitor complaint responses and report resolutions to HUD and MHDC management.
- Provide guidance to owners and management agents on housing program rules and regulations to resolve issues.
- Obtain certification after inspections, ensuring all health and safety deficiencies are corrected per housing program guidelines.
- Maintain up-to-date knowledge of program regulations, requirements, and guidance.
- Help owners and management agents recognize legitimate resident organizations and respond to requests about conditions or quality of life issues, assisting with significant or recurring problems.
- Refer residents, owners, community groups, and the public for mediation as needed.
- Maintain working knowledge of data input and retrieval using various computer systems.
- Attend and actively participate in meetings and training programs as directed.
- Assist employees, vendors, state agencies, departments, divisions, and organizations in a friendly and efficient manner.
- Maintain and protect confidential information.
- Conduct oneself professionally and always project a positive image of the agency through communication, attitude, and appearance.
- Comply with reasonable requests from any member of management.
- Perform other related duties as assigned.

DESIRED QUALIFICATIONS

Education & Experience

- Minimum of three years' experience in housing rental assistance or loan application processing.
- High school diploma or equivalent required.
- Must be able to read, write, understand, and spell English proficiently.
- Capable of communicating effectively with individuals or groups by phone or in person.
- Able to receive, read, and follow both oral and written instructions.

Key Abilities

- Proficient in Microsoft Office applications.
- Strong project management and organizational abilities.
- Demonstrated critical thinking and problem-solving skills.
- Able to work effectively both independently and as part of a team.
- Excellent written and verbal communication skills.
- High attention to detail.
- Comfortable speaking to both large and small groups.
- Flexible and adaptable to changing workloads and deadlines.

Physical Demands

- Office setting (sit, stand, & walk) and occasionally having to lift up to 10 pounds.

To be considered for the position, please submit your resume and cover letter.