

Resident Relations Specialist

Full-Time Position

Annual Base Salary Range: \$43,000 - \$45,000

OVERVIEW

Missouri Housing Development Commission (MHDC) is the Housing Finance Agency for the state of Missouri. MHDC is responsible for administering numerous federal and state affordable housing-related programs targeted to Missourians with extremely-low to moderate incomes. MHDC works with many partners and stakeholders throughout the state of Missouri to fulfill MHDC's mission and goal to increase the availability of affordable housing through three main programmatic areas of affordable housing supply and demand needs: (1) Affordable Housing Development; (2) Single Family Homeownership; and (3) Homelessness Assistance.

CULTURE

MHDC is a mission-driven organization providing affordable housing opportunities for extremely-low to moderate income Missourians. 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. MHDC is a relatively small organization with fewer than 150 staff and maintains a high staff retention rate. In recent years MHDC has embraced the transformation in the way work is completed and how organizations function. MHDC values staff input throughout exciting organizational improvements.

BENEFITS

MHDC strives to be an employer of choice and offers competitive pay, flexible scheduling, life balance including time off, casual dress code, downtown location with paid parking, and extensive benefits. In addition, MHDC is a governmental employer, which may provide qualifying employment for the Public Service Loan Forgiveness Program (PSLF). Below are just some of the benefits that MHDC is able to offer to full-time employees:

- Hybrid Teleworking-eligible position after 90 days (minimum 2 days a week in office)
- Telework Technology and Equipment Provided
- Health Insurance with Immediate Coverage
- Flexible Work Schedule
- State of Missouri Pension
- Paid Covered Downtown Parking
- Prime Downtown Location
- Tuition Reimbursement
- Immediate Time-off Accrual and Use
 - 3 Weeks Paid Time-off (annually)
 - 3 Weeks Paid Time-off (medical)
 - 13 Paid Holidays (annually)
 - 6 Weeks Paid Parental Leave
- Paid Professional Licensure / Fees / Continuing Education
- Paid Professional Development Opportunities

COMPENSATION

	Low	High
Annual Base Salary	\$43,000	\$45,000
Annual Benefits Value	\$36,478	\$37,891
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TOTAL COMPENSATION VALUE:**	\$79,818	\$82,949

** Actual total compensation is based on benefits elections.

WORKING REQUIREMENTS

- Hybrid Teleworking-eligible position after 90 days
- In-office (up to full-time) in the St. Louis, Missouri office

ROLES AND RESPONSIBILITIES

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

ESSENTIAL DUTIES

- Document and respond to written and verbal comments and concerns from residents, owners, property managers, community interest groups and the public.
- Gather information needed to assess concerns identified and ensure problems are addressed based on applicable housing program guidelines.
- Continuously, organize and follow up on all concerns until the concerns are appropriately resolved.
- Monitor complaint responses and report resolutions to HUD and MHDC management.
- Provide guidance to owners/management agents on housing program rules and regulations to resolve issues.
- Obtain certification after inspections take place documenting that all exigent health and safety deficiencies have been corrected according to applicable housing program guidelines.
- Ensure owner/management agents recognize legitimate resident organizations and respond to their requests concerning conditions or quality of life issues within a housing community and provide assistance to resolve all significant or recurring problems.
- Refer residents, owners, community groups and the public for mediation.
- Maintain a working knowledge of how to input/retrieve data into/ utilizing 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 self in a professional manner and project a positive image of the agency at all times through communications, attitude, and appearance.
- Comply with any reasonable request of any member of management.
- Perform other related duties as assigned.

DESIRED QUALIFICATIONS

Education and Experience

- Three or more years of experience in housing rental assistance or loan application processing and possession of a high school diploma or proof of high school equivalency.
- Individual must have the ability to read, write, understand and spell the English language, and the ability to communicate with individuals or groups by phone or in person. Must have the ability to receive, recall and follow communications and complex oral or written instructions.

Physical Demands

- The physical demands that must be met to successfully perform the essential functions of this position include being able to regularly sit, stand, walk, grasp, turn wrists, manipulate fingers, talk, see and hear. The employee must occasionally lift and move up to 10 pounds.

Skills

- Utilize Microsoft office systems proficiently.
- Project management and organization.
- Critical thinking and problem solving.
- Ability to operate well as part of a team or independently.
- Demonstrate excellent written and oral communication skills.
- Attention to detail.
- Speak competently to large and small groups.
- Openness and adaptability to quickly changing workloads and deadlines.

To be considered for the position, please submit your resume and application online. Incomplete applications, including applications without salary history, will not be considered.