

POSITION DESCRIPTION
Outreach Coordinator

Title: Outreach Coordinator	Exemption Status: Non-exempt	Date Created:	Date Revised: September 9, 2020
EEO Classification: Professional	Grade: 6	Reports to: Program Director	

Position Summary
The Outreach Coordinator is responsible for identifying and recruiting new property owners in High Opportunity Areas for the Mobility Connection program and to connect families with vouchers to property owners.
This position and the Mobility Connection program are funded for a specified period; the continuation of employment shall be contingent upon the continued availability of funds for this position and/or program. Fringe benefits include employer paid health and dental insurance for the employee and 9% 401 (k) match.
Primary Interactions
Primary interactions will be with Housing Authority staff, landlords, and participants.
Supervisory, Budget Responsibilities
N/A
Policy and Decision-Making Authority, Strategic Thinking
This position participates in applying procedures of the organization.
Access to Confidential Information
This person will see sensitive and confidential information therefore this person must be discrete.
Governance and Compliance Responsibilities, Organizational Risk
This position will be responsible for ensuring client and landlords information is in compliance with appropriate Mobility Connection program regulations.
Essential Tasks and Responsibilities
Uses best practices and meets compliance requirements in administration of housing program. Provides quality customer service to clients. Maintaining current information in Mobility Connection program databases. Follows up on client inquiries or complaints.
Duties/Responsibilities
<ul style="list-style-type: none"> • Search for rental units using online databases in High Opportunity Areas for clients with housing vouchers. • Assist clients in contacting landlords, escort clients on tours, and assist with rental applications. • Coordinate unit referrals and leasing activities within each housing authority. • Communicate with property owners and participants to help resolve landlord complaints. • Track client and property owner data using excel and other case management software.

The essential elements of the job are described in the position description; other tasks will be assigned as needed and appropriate.
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POSITION DESCRIPTION

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Outreach Coordinator

- Conduct landlord briefings and participate in regional events to encourage landlord participation.
- Conduct housing search workshops for program participants and assist in the coordination of additional workshops for the program.

Education/Experience Requirements

Required knowledge, skills and abilities for this position would normally be gained through the equivalent of a Bachelor's Degree in Social Work, Business and/or Public Administration or related field, or 3 plus years of previous experience with working with clients or tenants with Housing Choice Vouchers.

Skills and Attributes Required for Success

- Excellent customer service, communication, and organizational skills.
- Ability to use the internet to research and obtain information related to available rental housing.
- Ability to effectively communicate verbally and in writing with a diverse clientele.
- Experience with and comfortability in working with diverse individuals and groups.
- Familiarity with the St. Louis region rental housing market.
- Ability to act as a representative to the public.
- Ability to work with tracking spreadsheets and databases.
- Ability to perform the duties of the position with minimal direction and complete work tasks in a time-sensitive environment.
- Have valid driver's license.

Physical Demands

Must be able to lift a 30lb box.

Working Conditions

This job includes desk duties, (primarily seated), and visits to properties and to public meetings.

Environmental Factors

Workload is extensive certain times of the year.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of responsibilities, duties and skills required.

Apply for Position: <https://haslc.aaimtrack.com/>

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