



Position Title:	Tenant Relations Specialist
Last Reviewed:	June 2024
Department:	Property Management
Position Status:	Full-time
FLSA Classification:	Exempt
Reports to:	Director of Property Management

Position Statement

The Tenant Relations Specialist is responsible for creating and maintaining a positive and healthy tenant experience. This role is devoted to making sure the factors such as tenant communication, tenant expectations, tenant compliance, and accessibility work together in harmony to benefit the tenant and the community. The Tenant Relations Specialist works to curate the tenant experience. This includes understanding what tenants need or want and other areas of tenant interest, supporting each tenant and the tenant community by providing solutions and/or resolutions to all tenant related concerns. This role specifically focuses on maintaining the financial health of the property through monitoring of the tenant and subsidy rents accounts receivables and ensuring tenant compliance. Properties shall be managed in accordance with the owners' objectives, BHSI Management Systems and will conform to federal, state, city, and funding agency guidelines and regulations. Emphasis is placed on providing a safe and affordable living environment for tenants while focusing on protecting the owner's investment. Our work at Hearthway, Inc. is driven by our mission, our core values and our culture of diversity and inclusion.

Essential Responsibilities

- Directly responsible for collecting unpaid rents and maintenance fees.
- Court appearances when operationally necessary.
- Work collaboratively with the Resident Services Team to the benefit of all tenants and making referrals when appropriate.
- Collaborate with the Occupancy Compliance Team to obtain required documents for all new tenant move ins.
- Support the annual recertification process for all residents and collaborate with the Occupancy Compliance Team to obtain required instruction and documentation to do so.
- Complete unit showings for prospective new tenants.
- Complete the Move In process for all new tenants.
- Complete the Move Out process for all tenants.
- Complete weekly property site visits and report outcomes to the Asset Management Team.
- Oversee tenant lease & Community Guidelines enforcement. This includes providing lease violations when deemed necessary.
- Mediate tenant conflict.
- Provide regulatory Notices to tenants when operationally necessary.

General Administrative Management

- Attend Hearthway, Inc. general staff meetings and all other meetings/events as required.
- Review (and submit, if applicable) daily, weekly, monthly, and annual reports of managed properties
- Monitor tenant and subsidy rent accounts receivable.
- Perform a site visit of each property at least weekly.
- Responsible for following and implementing the rules and regulations of BHSI as outlined in the Policy and Procedures Manual
- Must be available to address managed properties emergency calls in the evenings and weekends.
- Ensure compliance with federal, state, and local agency regulations.
- Must keep current with industry trends and new business opportunities.
- Responsible for learning the most recent Hearthway, Inc. software programs.
- Must form working relationships with all team members including but not limited to the property facilities teams, resident services team, and occupancy compliance team.

Required Skills and Abilities

- Must have a valid driver's license and reliable transportation.
- Must be available for emergency calls in the evenings, weekends, and the ability to attend post business hour engagements.
- Must possess excellent written and oral communication skills.
- Solid knowledge of office software such as Microsoft Outlook, Excel, and Word
- Independent decision maker who has experience handling and resolving problems
- Ability to maintain effective relationships and analyze situations to identify problems, offer solutions, and communicate with different individuals in a wide variety of diverse situations.
- Mission-driven and able to maintain strong values and seek creative solutions in a positive, team-oriented and judgement free environment.

Education and Experience

- Associate degree or background in Business Administration or Social Services
- 2-5 years of experience in real estate, commercial property management, or social services
- 1-3 years of management experience a plus

Physical Requirements

- Some stationary office work.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- This position requires travel by car to multiple residential locations throughout the community. Must be able to tolerate all weather conditions.
- Must have the ability to be on your feet for extended periods of time and to walk short distances.
- Work is completed in complex and sometimes non-traditional settings with diverse populations.
- Potential to be exposed to environmental hazards.

Berkshire Housing Commitment to Equity

Diversity and culture of inclusion are crucial to the mission of Hearthway, Inc. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services.

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. This document does not extend an offer of permanent or continuous employment. Hearthway, Inc. is an at-will employer.

Name:

Date:

