

THE RESURRECTION PROJECT

Job Description



Position Title	Occupancy Specialist
Supervisory Relationship	Senior Property Manager
Work Location	1805 South Ashland, Chicago, IL 60608
Organization General Description	After 28 years and an initial seed capital of \$30,000 from area parishes, The Resurrection Project (TRP) has grown to become a powerful and effective social enterprise that seamlessly blends community development, community organizing, and advocacy with human service delivery to create vibrant, healthier, and involved communities. Our efforts have resulted in leveraging over \$500 million in community investment.
Pillar Purpose	The purpose of the Property Management division within the Stewardship of Community Assets Pillar is to manage and protect the real property that TRP owns, manages, or facilitates in complete compliance with all requirements of the property and its funding sources. The management portfolio includes affordable and market-rate residential housing, a 100-bed undergraduate student dormitory, four community facilities (two family day care centers, a college resource center, and a senior center), TRP offices, and four retail spaces.
General Job Description	The immediate objective of the Occupancy Specialist is to capture a greater share of earned income opportunities by achieving maximum occupancy levels not being less than 95% and ensuring various compliance requirements for TRP-managed properties. The Occupancy Specialist will work closely with Property Management staff to accomplish identified organizational goals.
Job Duties and Responsibilities	<ul style="list-style-type: none">• Identify qualified applicants from waitlist to available units.• Notify applicants of availability in writing and verbally and schedule appointments for and show ready-to-rent apartments. Tracking contacts as required in processing applications.• Hold open house events at properties and promote rental opportunities.• Be knowledgeable of the rental market and the competition in the area.• Maintain approved applicant files for future vacancies to ensure units are leased no more than 10 days after vacant.• Develop and maintain accurate client files and client tracking system.• Review applications for accuracy and thorough completion upon receipt and if not complete returning the application with notice of non-acceptance.• Order home visits where required and verify preferences where applicable.• Periodic interaction with local governmental offices, funders, investors relative to marketing and/or leasing efforts.• Ability to train temporary staff as needed or requested.• Ensure adherence with Fair Housing Laws, City of Chicago Resident Landlord Ordinance (RLTO), and any other applicable state and local ordinances or laws.• Ensure compliance requirements of the properties and applicant, and tenant/applicant files are completed accurately and in a timely manner.• Verify applicants' employment, income, assets, residency, rental background, and determine credit and criminal background and preference eligibility.• As processing documents notes are to be updated in software system.• Prepare leasing documents for Property Managers together with lease riders in TRP Perfect File Folder format and update management software.• Inspect unit prior to move in and when needed creating work orders and notify team members of deficiencies.

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- Update waiting lists minimally twice a year or as required.
- Develop and maintain working knowledge of Chicago Landlord Tenant Ordinance, Fair Housing law, and regulatory agreements with financial supporters, including but not limited to, programs with the City of Chicago, Illinois Housing Development Authority (IHDA), HUD, CHAC, CLHTE, LIHTCs, financial institutions, and other sources of renter subsidies and affordable rental financing.
- Represent TRP and actively market TRP's housing opportunities at workshops, housing fairs, and other public events.
- Perform other duties as assigned.

Performance Measures

- Achievement of leasing goals and marketing goals.
- Timely, quality production of performance reports, marketing/communication materials.
- Timely follow-up with participants and accurate tracking of all communication.
- Update waiting lists minimally twice a year or as required.
- Knowledge of community rental competition and community amenities and resources available.
- Professional written and verbal communication with applicants and residents alike.
- Effective, accurate, and consistent execution of day-to-day responsibilities.
- Effective, strategic development of relationships with member institutions, peers, leaders and partners.
- Active participation in required staff meetings and programs.

Essential Knowledge and Skills

- Current Illinois Leasing License and/or the ability to obtain within three months of employment as requested.
- Certified Occupancy Specialist (COS) or experience in marketing, real estate rentals and or sales, nonprofits and/or community housing development and/or the ability to obtain designation as requested.
- Ability to multitask and work in a fast-paced environment.
- Working knowledge of LIHTC guidelines and/or Tax Credit Specialist (TCS) designation and/or the ability to obtain within three months of employment as requested.
- Public Housing rental housing guideline knowledge or the ability to obtain the RIM Public Housing Rent Calculation designation within six months of employment.
- Attendance of the CHA Yardi training and passing the exam ensuring for the issuance of a Yardi password.
- Bilingual in Spanish/English preferred.
- Proficient knowledge of MS Office, MS Excel, Property Management software, and internet required. Boston Post and Salesforce/CRM a plus, or willingness to learn and implement.
- Excellent written and oral communications skills.
- Demonstrated ability to build relationships and work effectively with people of diverse social, faith, economic and racial/ethnic backgrounds.
- Highly motivated and demonstrated ability to work independently as well as part of a team.
- Attention to details.

Special Working Conditions and Demands

- Willingness to work flexible hours as needed; evenings and weekends required.
- Access to a car, valid driver's license, and ability to travel within the metropolitan area and sometimes out of state.
- Must be able to visit construction work sites/hard hat areas, including walking and maneuvering on uncompleted floor surfaces, among construction materials and debris, and climbing stairs and ladders.
- Maintain required job skills and all professional competencies. Attend and participate in required educational programs and staff meetings.

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- Cultivate, manage, and expand relationships with TRP member institutions, leaders, and partners to promote TRP's rental goals and organizational mission.
- Perform other duties and projects as assigned.

Position Full-Time, Exempt

Classification

Updated By Senior Property Manager

Preparation Date 6/27/18

Statement of Equal Opportunity The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

Application Instructions Please send resume and cover letter by email or mail. No phone calls please.

Contact Email: trpjobs@resurrectionproject.org

Information Mail: Human Resources, 1805 South Ashand, Chicago, IL 60608