



## Job Announcement

**Position Title:** Resident Service Coordinator

**Reports to:** Director of Property Management & Director of Supportive Services

### Organizational Summary

Burten, Bell, Carr Development, Inc. "BBC" is not your typical development company. For over 30 years, we have invested in the fabric of underserved neighborhoods and ensure our projects align with the community's vision. If you are interested in working for a company that is mission-driven and values respect, accountability, caring, and empathy then we invite you to apply today! To learn more about BBC, visit our website at [www.bbcdevelopment.org](http://www.bbcdevelopment.org).

### Job Summary

The Resident Service Coordinator plays a key role at BBC by connecting residents to programs and services that empowers them and creates initiatives that improve the community. To be successful in this role, you should be well-versed in community resources, well-organized, have exceptional case management skills and be able to act with or without guidance.

### Essential Functions

- Develop relationships and partnerships with local agencies and nonprofits to provide services for residents.
- Coordinate classes for residents to be prepared for home ownership such as financial literacy, homebuyer education, home maintenance, and employment readiness.
- Link and develop ongoing educational programming (such as digital literacy and housekeeping classes) and events for residents that promote resident stability and empowerment.
- Meet with tenants upon move-in and engage them in early communication about services available to them and assess resources they may need to remain stable and thrive in their lives.
- Assess and coach residents in the use of home internet services and internet connected devices. This may include both in person, phone, and online interactions, as well as referral to sources of additional digital literacy skill training.
- Track each resident's progress and types of requests, keep accurate and timely records, and report outcomes.
- Other duties as assigned; including but not limited to supporting special projects and events.

### Skills and Experience

- Bachelor's degree in social work, human services, or another related field.
- 2-3 years of social service delivery experience preferred.
- Excellent verbal and written communication and the ability to problem-solve, educate, and advocate for adults.
- Must be able to work some weekends and evenings, and to be available on short notice to resolve problems.
- Proficient with Microsoft Office Suite (Word, Outlook Excel) and the use of standard office equipment.
- Ability to explain basic technological concepts related to internet services, computer and device characteristics, and common online services and applications.
- Ability to demonstrate positive attitude, excellent interpersonal skills, cultural sensitivity, and a sense of humor in working with diverse customers, coworkers, and community.
- Ability to prioritize and work with frequent interruptions, fluctuating workload, and minimal supervision.

### Compensation

Starting at \$45,000.00 annually. Full-time position with Health/Vision/Dental/Life Insurance & 401k matching.

### How to Apply

Please apply on [www.bbcdevelopment.org](http://www.bbcdevelopment.org) or send your resume and cover letter to [info@bbcdevelopment.org](mailto:info@bbcdevelopment.org).