

Job Title:	Resident Services Assistant	Job Category:	Non-Exempt
Department/Group:	Property Management	Reports To:	Director of Affordable Housing
Location:	3541 W. North Avenue, Chicago, IL	Travel Required:	Yes
Level/Salary Range:	\$15.00 -\$17.00 p/h	Position Type:	Contract
Job Description			
<p>Purpose</p> <p>Since 1982, LUCHA (Latin United Community Housing Association) has served thousands of moderate and low-income families with Affordable Housing Development, Emergency Housing Repair and Assistance, Home Buyer Counseling, Foreclosure Prevention and Legal Assistance. LUCHA owns and operates 198 units of affordable housing in the West Town, Humboldt Park and Logan Square Communities, and counsels families around Chicago and in the Midwest region. LUCHA also partners with residents, community organizers, financial institutions, and government agencies to maintain its \$22 million in real estate assets and to advocate for greater affordable housing options in the region.</p> <p>In support of LUCHA’s mission, the Resident Services Assistant will provide services to residents under LUCHA’s eviction prevention policy and be responsible for tenant relocation for LUCHA’s next development project. Due to COVID, LUCHA is seeing an increase in the number of tenants who have suffered loss of income and are struggling to pay rent. As part of our eviction prevention mission, the Resident Services Assistant will identify residents who are at risk of eviction, work with them to create a plan to prevent that from happening and monitor the implementation of that plan. For the relocation work, LUCHA will be rehabbing one of its properties and will require moving a few tenants off-site and internally as part of the construction phasing. As such, this position will be responsible for making sure that residents are moved in accordance with the project schedule and relocation plan and per the requirements of the Uniform Relocation Act (URA). The Resident Services Assistant carries out responsibilities in some or all the following functional areas:</p>			
<p>Eviction Prevention Role and Responsibilities:</p> <ol style="list-style-type: none"> 1. Track tenant rent payments with accounting and property management to identify tenants who are past due on rent. Maintain record of communication and notices. 2. Maintain a record of activity for delinquent tenants and note progress along the eviction prevention flow chart and payment plan compliance. 3. Create and issue/ post notifications to delinquent tenants per LUCHA’s eviction prevention policy. 4. Communicate with tenants about LUCHA’s eviction prevention policy and assist them with developing strategies for the tenant to become current with rent payments. 5. Create and write out payment plans for delinquent tenants needing a long-term strategy to address past due rent within LUCHA’s policy. 6. Notify Director of Affordable Housing when a tenant is not in compliance with eviction prevention strategies or payment plan. Assist with determining next steps, and if needed, filing for eviction with legal counsel. 7. Inform accounting and administration of payment plan terms and coordinate tracking with Quickbooks. 			
<p>Relocation Role and Responsibilities:</p> <ol style="list-style-type: none"> 8. Act as liaison between tenants, the general contractor, movers, and Building Development staff to effectively manage the relocation externally and internally of residents. 9. Work with outside landlords to coordinate tenant applications, interviews, fees, and payment of security deposits for tenants relocating temporarily off-site. 10. Work with tenants to provide them information and access to proposed units for external relocation. 11. Maintain a record of all moves, tenant names, landlord contacts, rents paid, utilities paid, and other 			

miscellaneous fees and records.

12. Coordinate with each tenant the necessary information and secure and provide the required materials and supplies to allow for a timely and efficient move of tenants per the relocation plan and project schedule.
13. Assist with maintaining accounting of all relocation expenses for filing of claims and payments to be made by the accounting department and for reimbursements.
14. Submit monthly relocation claims for each tenant relocated externally or internally per the Uniform Relocation Act and City requirements.
15. Meet regularly with Building Development and the General Contractor to manage the relocation of tenants per the project schedule.
16. Maintain ongoing relationships with tenants, responding to tenant concerns.
17. Maintain a weekly notification for residents of upcoming activities, during the construction project, such as moves, water shut-offs, or elevator in-use timing.
18. Maintain working relationships with referring agencies, contractors, and other landlords.
19. Performs other duties as assigned.

Qualifications and Education Requirements

1. High school diploma or its equivalent
2. Bilingual English/Spanish necessary.
3. Good communication, writing, computer, and organizational skills necessary. Experience with Excel.
4. Good to excellent knowledge with numbers and basic accounting of expenses.
5. Knowledge of Fair Housing Laws.
6. Able to work with people of various ethnic and economic backgrounds. Team player.
7. Ability to multi-task and strong organizational skills.
8. Ability to represent the Company in a positive and professional manner at all times.
9. Must demonstrate integrity and commitment to the organization’s mission and values.
10. Must have transportation and a valid Driver’s License.

Scope of Responsibility:

The responsibility of the Resident Services Assistant is to effectively prevent evictions and delinquencies to improve resident stability and revenue collection. Also, to effectively direct the relocation activities per the Uniform Relocation Act.

Physical Requirements

This position regularly requires the incumbent to sit, stand, speak, and operate a personal computer. Occasional walking and lifting up to 25 pounds. Accommodations may be made for individuals with disabilities who otherwise meet the position qualifications and requirements.

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Approved By:		Date:	
Received By:		Date:	
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