

**POSITION TITLE:** Energy Resident Liaison (Tenant Coordinator)

**DEPARTMENT:** Modernization

**STATUS:** Non-Exempt

**LEVEL:** \$21.9831/hour (AFSCME Union Level 3)

**ABOUT THE WHA:**

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures. We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

**ABOUT THE POSITION:**

Reporting to the Assistant Vice President of Modernization, the Energy Resident Liaison (Tenant Coordinator) is a critical part of modernization and construction projects across the WHA. The Liaison assists the Modernization Department in effectively communicating with residents, contractors, and visitors to WHA properties before, during, and after construction projects to ensure a smooth project through safety and understanding. The Liaison represents the WHA, distributing information to residents, and promoting and encouraging resident cooperation with construction personnel throughout the course of various modernization and construction projects. The Liaison must have a valid, insurable driver's license, reliable transportation, and the physical ability to perform the essential functions of the position.

This is a full-time, fully benefited, onsite (not remote) position with normal business hours of Monday through Friday, 8:00 a.m. through 4:30 p.m. The position may occasionally require work outside of normal business hours to accommodate project work.

**ESSENTIAL FUNCTIONS:**

1. Hosts orientations and provides ongoing information to residents regarding construction projects, processes, and expected impact on residents.
2. Conducts inspections before, during, and after construction, as required, to inventory existing conditions and equipment (e.g. site cleanliness, material storage, safety).
3. Provides onsite monitoring of contractors to support the WHA Construction Project Manager.
4. Ensures resident safety onsite during project construction.
5. Trains residents on proper care and operation of installed improvements and equipment after projects are completed.
6. Maintains and submits daily reports of activities.
7. Reports all resident and/or contractor issues or conflicts to the assigned WHA Construction Project Manager, or to another supervisor if unavailable.
8. Performs various inspections for the department, such as assessing potholes/road conditions, testing smoke detectors, checking doors, lighting, etc., as needed.

9. Assists the Maintenance Department in facilitating pest management visits and inspections and gaining resident cooperation, as needed.
10. Performs similar job-related duties as assigned.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. High school diploma or equivalent.
2. Ability to work effectively with a diverse team.
3. Excellent interpersonal communication and customer service skills.
4. Ability maintain composure under pressure and exercise professionalism and good judgment.
5. Ability to work independently and maintain confidentiality at all times.
6. Ability to communicate in English fluently. Bilingual (English/Spanish) candidates preferred.
7. Must be able to comfortably walk distances and climb stairs while working.
8. Proficient in software programs, particularly Microsoft Word, Excel, Outlook, and Teams.
9. Ability to be relied upon to be available for work, including adequate transportation and a valid, insurable driver's license.

**ENVIRONMENTAL/PHYSICAL REQUIREMENTS**

This position requires working outdoors and indoors in all weather conditions, is subject to heavy and strenuous work, and may encounter undesirable pests. The position involves a significant amount of walking between projects and buildings, and the physical ability to frequently walk up and down stairs. An employee in this position must meet all of these requirements.

Environmental Parameters:

1. Ability to work in an environment with conditions such as sleet, snow, dust and dirt, as well as cramped quarters and high places in all weather conditions.
2. Ability to work in all environments with conditions which may include fumes, odors, gasses, chemicals, dust, grass, weeds and pollen as well as noise in the range of 30 – 65 decibels.
3. Ability and willingness to wear any and all protective and safety clothing and devices as instructed, which may be required to work in the environments outlined above.

**Physical Requirements:**

1. **Constant (over 70% of the time)**
  - Eyesight and hearing.
2. **Frequently (30 – 70% of the time)**
  - Climbing stairs.
  - Standing/walking.
  - Sitting.
  - Repetitive arm/hand movements.
  - Bending and twisting at the waist.
  - Kneeling and squatting.
  - Wearing PPE, such as breathing masks, goggles, earplugs, helmets, or gloves.
3. **Occasionally (less than 30% of the time)**
  - Crawling.
  - Reaching above shoulder.
  - Pushing and pulling over 40 pounds.
  - Lifting and carrying up to 50 pounds.