

POSITION TITLE: Tenant Coordinator

DEPARTMENT: Modernization

STATUS: Non- Exempt

LEVEL: Level 3

POSITION SUMMARY:

The Tenant Coordinator distributes construction project information to tenants, and acts as a liaison, promoting and encouraging tenant cooperation with construction personnel throughout the course of building projects.

ESSENTIAL FUNCTIONS:

1. Provides information and orientation to tenants regarding the construction process and expected impact on tenants.
2. Conducts inspections before/during/after construction, as required, to inventory existing conditions and equipment (e.g. site cleanliness, material storage, site left in a safe condition).
3. Ensure tenant safety on site during project.
4. Trains tenants on proper care and operation of improvements after construction is completed.
5. Maintains and submits daily reports of activities.
6. Reports all problems or conflicts between the contractor and tenants to his/her supervisor, or to another available supervisor if direct supervisor is unavailable.
7. Report all tenant issues to the WHA Project Manager
8. Position involves a significant amount of walking between projects and building, and the physical ability to frequently walk up and down stairs.

OTHER RESPONSIBILITIES:

1. Assists in orientation of temporary Tenant Coordinators when necessary.
2. Perform inspection duties for the department, such as reviewing streets for potholes, testing smoke detectors, checking doors, lights, etc.
3. Provides information to tenants and oversees Maintenance Department pest management visits and inspections.
4. As assigned, assist Maintenance and Management Departments with special projects requiring tenant cooperation, or information distribution.
5. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma, or equivalent.
2. Ability to read, write, speak, and understand English required.
3. Ability to read, write, speak, and understand Spanish preferred.
4. Excellent interpersonal communication skills.
5. Ability maintain composure under pressure; ability to use independent judgment.
6. Ability to maintain the highest level of confidentiality at all times.
7. Must be able to comfortably walk distances and frequently climb stairs daily.
8. Ability to be relied upon to be available for work.