



# The Kitchen, Inc.

<b>Job Title:</b> Coordinator Housing Operations	<b>Department:</b> Housing/Operations	<b>Supervisor:</b> Director of Compliance & Programs
<b>Supervisory Responsibility:</b> Yes, at least one FT employee	<b>FLSA Status:</b> Non-Exempt, Hourly	<b>Pay Rate:</b> Commensurate with experience

## Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

## Summary:

The Coordinator is responsible for the overall operations of the Housing Office along with developing and maintaining relationships with property owners, management companies, and the management of properties owned by The Kitchen, Inc. (TKI). Additionally, the Coordinator is responsible for ensuring program is operated in compliance with all policies, procedures, quality guidelines and any grant requirements.

## Supervisory Responsibility:

The Coordinator directly supervises at least one employee. This position is required to carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## Major Areas of Responsibility:

- Responsible for the overall operations of the Housing Office and other areas of assigned responsibility.
- Be knowledgeable of specific program requirements and funding source guidelines applicable to the housing of clients.
- Develop and maintain relationships with property owners and management companies.
- Manage properties owned and leased by The Kitchen, Inc.
- Demonstrate fiscal responsibility in all areas of assignments.
- Oversee and maintain appropriate records as required by grants or other program guidelines.
- Provide supervision for the Housing Specialist.
- Collaborate with all the TKI team members to ensure the overall Mission and philosophy of The Kitchen, Inc. is maintained.
- Address the safety and well-being of employees, clients, and volunteers by ensuring appropriate policies and procedures are followed.

## Specific Job Responsibilities:

- Maintain TKI properties by investigating and resolving tenant complaints; enforcing rules of occupancy/lease terms; inspecting vacant units, scheduling repairs; scheduling for pest control.
- Ensure maintenance concerns involving TKI properties are resolved by the maintenance department.
- Interface with the Director of Compliance and Programs to ensure the quality of data, services, and effectiveness of policies, procedures, and systems are in place.
- Establish effective working relationships within the different teams at TKI.
- Keep the Director of Compliance and Programs informed on any issues or possible concerns that affect the organization or program in a negative manner.
- Represent The Kitchen, Inc. and our mission in a professional manner while interacting with all team members including: TKI employees, clients, volunteers, partner agencies, and the community as a whole.
- Contact the Director of Properties and Assets for emergencies requiring the use of external vendors.



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- Investigate possible violations of lease/occupancy terms and notify tenants and assigned Case Manager and Coordinator in writing of any violations when confirmed.
- Manage and track rent payments by clients, document any payment arrangements and notify assigned Case Manager and Coordinator of any issues with non-payment by clients.
- Ensure procedures are followed to provide General Liability coverage to all properties where TKI is the lessee.
- Follow TKI policy and procedures, state and federal regulations, and coordinate with TKI's legal representation when preparing to evict a tenant.
- Follow the current legal procedures when coordinating with the Sheriff and Receiving Distribution for the handling of the belongings of evicted clients.
- Monitor lease renewals and annual inspection dates per specific grant guidelines, City of Springfield inspections and quarterly inspections per The Kitchen, Inc. guidelines.
- Conduct the quarterly inspections following TKI guidelines and document accordingly.
- Monitor vacant properties owned by TKI and/or currently leased by TKI to ensure rent is paid and units are filled in a reasonable timeframe.
- Work with City of Springfield to ensure compliance with any regulations applicable to properties leased by TKI from the City.
- Work with Springfield Police Department to address any ongoing issues with TKI properties and communicate concerns to assigned Case Manager and Coordinator.
- Oversee the client application process and maintain required files in appropriate manner.
- Maintain list of TKI friendly landlords.
- Maintain inventory on units leased by TKI and monitor clients nearing the expiration of TFA (Temporary Financial Assistance) to determine whether unit will remain on TKI's inventory or if notice will be provided to the client and program of the termination of the lease.
- Conduct regularly scheduled file audits to ensure all required documentation is in order.
- Direct and monitor work activities of the Housing Specialist and aid as needed.
- Work with the Director of Compliance and Programs and Director of Human Resources to ensure the effective performance of direct reports along with any interventions designed to assist them in developing new skills and addressing any performance issues are appropriate and documented using current formats.
- Provide supervision of team member including scheduling, monitoring benefit time, development, performance counseling, hiring, performance evaluations and recommendation for termination of employment.
- Develop, implement, and document training for any changes in program requirements or policies.
- Maintain cleanliness of housing office and shared workspaces.
- Assist in cleaning empty units as needed.
- Other duties as assigned

## **Job Requirements:**

### Education and Experience

- Bachelor's degree from a four-year college or university along with one to two years related experience, preferred
- OR Equivalent combination of education and experience

### Competencies

- Change Management - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.



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- Communication - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organizations' strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources wisely; provides the lead in following policies and procedures; supports organization's goals and values.
- Problem Solving - Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Technology – Demonstrates competency in use of computers and associated computer technology to work efficiently without continual guidance in areas such as Computer Operation Basics, Word Processing, Presentation Software, Spreadsheets, Databases, Graphics and Multimedia, Internet – Web Basics, and Electronic Communications.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions.
- Cooperation – Establishes and maintains effective relations; works actively to resolve conflicts.

## Other

- Valid Missouri Driver's license and be approved as a driver by The Kitchen, Inc.'s insurance carrier
- Must pass background check and pre-employment drug screen
- Section 3 applicants encouraged to apply

## **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Frequently required to stand; walk; reach with hands and arms.
- Frequently required to sit for long periods and use hands to finger, handle, or feel.
- Regularly required to talk or hear via the phone or in person.
- Occasionally climb or balance and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 25 pounds.
- Specific vision abilities include close vision, and regular use of computer monitor

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Signature

Print Name

Date