



RESIDENT SERVICES PROGRAM COORDINATOR

Department: Resident Services	Job Status: Full-time (40 hours per week)
Reports To: Resident Services Manager	FLSA Status: Non-Exempt

Job Purpose

The Resident Services Program Coordinator (RSPC) is a collaborative and essential member of the Resident Services Team, supporting residents in achieving housing stability and overall well-being. Through one-on-one support and coordination of the onsite food pantry (People's Pantry), the RSC helps residents thrive within their community. This role is responsible for implementing onsite resident programs and special events, providing direct resident assistance, and supporting food pantry operations. The RSPC also contributes to team-wide goals by assisting with resident assessments (including intake, needs, and senior assessments), completing administrative tasks, and supporting the work of the Resident Services Managers and the Director of Resident Services.

Essential Functions & Responsibilities

The following essential functions require strong organizational skills, keen attention to detail, flexibility and superior reliability.

People's Pantry (50%):

- Check in with pantry volunteers before and after each shift, as assigned, to support smooth operations and accurate tracking of volunteer participation.
- Drive an organizational vehicle to partner sites to pick up and drop off food donations, in accordance with organizational policies and safety guidelines.
- Manage pantry inventory, supplies, and storage to ensure safe handling, organization, and availability of food items.
- Interact with residents and partners visiting the food pantry in a respectful, culturally responsive manner, ensuring needs are addressed and required records are accurately maintained.
- Coordinate with the Volunteer and Program Manager to ensure volunteers receive appropriate training, guidance, and operational information.

Programming (20%):

- Effectively coordinates, prepares, manages, and executes assigned resident programs for all ages, based on survey results indicating resident need and interest. Resident programs (on-site at Springs properties and virtual offerings) include relevant topics such as tutoring, financial literacy, community service, health services, job readiness/workforce development, and resident leadership training.
- Ensures the effective scheduling of events, direct outreach to residents and attendees, and the appropriate setup of rooms and planning for virtual access, as well as thorough preparation of materials.

- Coordinates and delivers onsite programs with key partners, including enrolling residents (when required), ensuring eligibility, coordinating with partners, managing volunteers, creating streamlined processes, and troubleshooting issues.

Resident Support (20%):

- Assist residents with lease compliance issues, such as housekeeping and late rental payments, including locating, coordinating, and monitoring necessary and appropriate services for residents with these service needs.
- Manages, coordinates and maintains regular contact with residents (at each designated development) primarily through face-to-face meetings, and /or phone contact specific to each individual/family needs.
- Effectively creates opportunities for outreach to residents by promoting classes/programs, workshops, and special events through various media (flyers, website, phone calls).

Administration (10%):

- Collects, manages, reports, and analyzes data through the case management platform, on a weekly basis to ensure accuracy and consistency with established data collection standards. Utilizes the case management platform daily to better understand the Return on Investment for the Resident Services Team.
- Supports pantry specific data collection, recording and reporting.
- Manages and reconciles a monthly program/services budget.
- Creates monthly/quarterly calendar of events, produces outreach flyers, and newsletters.
- Routinely participate in full staff calls, regional peer sharing calls, meetings with property managers, meetings with direct supervisor, and meetings with the leadership team.

Competencies

- Strong attention to detail
- Strong organizational and time management skills
- Strong problem-solving skills
- Able to adapt to changing priorities
- Record Keeping
- Excellent communication skills/Active listener
- Friendly outgoing personality/Empathetic
- Team orientation

Supervisory Responsibility

None

Education and Experience

- Bachelor's Degree or equivalent prior experience in Human Services, Social Work, Programing, and Administrative roles or related field preferred.
- 1-2 years of previous employment, internship, or volunteer experience working directly with underserved populations preferred.
- Experience in the affordable housing/human/social services field is strongly preferred.
- Fluent English speaker, additional fluency in Spanish, Amharic, or Mongolian helpful.
- Demonstrated proficiency in data entry, working knowledge of Microsoft Office with an emphasis on Word, Excel, and PowerPoint.
- Familiar with food handling and storage, inventory management.
- Commitment to the True Ground mission of providing affordable housing and improving the lives of residents.

Working Conditions/Physical Requirements

This job operates in a professional office environment. On occasion, this position may work off-site at events. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

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.

While performing the duties of this job, the employee is regularly required to move for prolonged periods of time for resident services events. The employee is frequently required to operate a computer and other office equipment, communicate information and ideas so others will understand, observe details at close range, and will regularly move items weighing up to 50 pounds.

Travel Requirements

Local travel required. Must possess a valid driver's license and reliable transportation to travel in support of True Ground events across multiple properties.

Hours of Work

This is a full-time, non-exempt position, working approximately 40 hours per week, Monday - Friday, with regular evening hours 2-3 times per week (7:00pm/8:00pm). Occasional weekend support may be required for special events/programming.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned, at any time with or without notice.

Salary and Benefits

Salary range for this role starts at \$57,200 annually, commensurate with experience. True Ground has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

True Ground offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

True Gound is an [E-verify employer](#) and will provide the federal government with Form I-9 information to confirm authorization to work in the US. True Ground will only use [E-Verify](#) once a job offer is accepted, following submission of the Form I-9.