



**Job Title:** Resident Services Support Specialist

**Reports To:** Director of Resident Services

**Compensation:** \$25.68-30.76 /hour (Part-Time (20 hours/week), Temporary /Non-Exempt)

### **Introduction**

Bienestar is a community-based affordable housing developer whose mission is to build housing, hope and community for the well-being of Latinx, immigrants and all families in need. The organization has grown in size and complexity in recent years, launching new service areas and developing new affordable housing properties. In the face of the housing crisis facing our community, Bienestar has embraced innovation, deepened its roots in our community and our commitment to social justice, and staked out ambitious goals in our strategic plan.

### **Job Summary**

Bienestar's Resident Services Support Specialist is a mission-oriented, bi-lingual (English/Spanish) and bi-cultural individual with a background in social service work, and ideally someone with some knowledge of the operations of affordable housing properties. The position will function as the main point of contact for people applying to a new affordable housing multifamily unit and new residents. The position will be housed within the Resident Services team but will also work closely with management staff to ensure timely response to applicants and residents' needs and the needs of property management.

### **Job Duties**

- Assist with marketing and outreach efforts to prospective applicants and community partners to promote available affordable housing opportunities.
- Guide applicants through the application process, including supporting the collection of required documentation and verifying that applicants meet program eligibility guidelines.
- Provide in-person assistance at the leasing office for applicants who face technology or accessibility barriers to document submission and application completion.
- Serve as a primary point of contact for applicants and new residents, responding to inquiries in a timely, professional, and culturally responsive manner in both English and Spanish.
- Collaborate with property management staff through regular meetings to ensure clear communication, alignment on program objectives, and timely resolution of applicant and resident needs.
- Support new residents during their transition to housing in accordance with the Resident Services Plan, connecting them to available resources and services as needed.
- Assist the Resident Services team with the planning and implementation of resident events, workshops, and community-building activities.
- Perform other duties as assigned in support of the Resident Services team and organizational mission.



### **Experience**

- Work or lived experience in immigrant communities or business administration
- Experience or knowledge of living in regulated affordable housing properties
- Experience with the community of Washington County

### **Qualifications**

- Bi-lingual and bi-literate in English and Spanish
- Facility with Microsoft Office Suite of Software
- High School degree or higher

**To Apply:** Please send a resume and cover letter explaining your interest in the position and why you believe you are qualified. In addition, please complete an Employment Application form found here: <https://bit.ly/bienestar-employment-application>.

Your resume, cover letter, and Employment Application are to be sent to Gustavo Martinez, [gmartinez@bienestar-or.org](mailto:gmartinez@bienestar-or.org).

**Closing Date:** Open until filled.