

## **Job title: Community Coordinator**

### **General Summary**

The Community Coordinator role, a fast paced and engaging role, which will support 2Life's senior apartment community in Brighton, MA. The Community Coordinator will be performing a variety of tasks to support the site team, residents and general community with reception services, daily operations, leasing and resident engagement.

### **ESSENTIAL JOB FUNCTIONS**

#### **Operations Support**

- o Provide a welcoming and supportive atmosphere for residents, guests, and visitors entering 2Life
- o Act as an effective liaison for all those seeking to access information and services.
- o Provide administrative and clerical support for the community. Such as: schedule and meeting coordination, correspondence, letter and document production, data entry, printing, photo copying, and file maintenance.
- o Provide general reception services by answering the telephone and responding to inquiries and questions when applicable or directing calls to the appropriate staff or department
- o Handle all incoming packages and the process for noting package arrivals
- o Maintain inventory of office supplies, track and order supplies as necessary.
- o Coordinate and monitor with other related departments, site visits by contractors, vendors, and service providers.
- o Support invoice processing.
- o Collect and disburse mail.
- o Work with the site team to coordinate assistance for new residents on date of move-in.

#### **Compliance Support**

- o Provide 2Life community information and application process/packets to prospective applicants.
- o Conduct new resident tours of communities, when scheduled at lease signing, if requested by Compliance Department staff.
- o Support Compliance on mass mailings for marketing, notifications, or mailings to update the waiting lists when needed.

#### **Community Life - Care Coordination and Resident Services**

- o Distribute monthly newsletters, announcements, and notices regarding programs and resident activities.
- o Share with RSCs resident encounters that indicate the need for resident support, referral, or intervention to stabilize or maintain tenancy. Enter encounter in Salesforce.
- o Support and assist staff to address reasonable accommodation requests from residents and applicants.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Golda Meir and Leland House location-specific responsibilities:

### **Maintenance Support**

- Take calls and in-person resident requests for work orders. Enter to software system and alert Maintenance Mechanic II. Ensure work orders are closed out in the system.
- Issue and track parking stickers for residents and parking passes for overnight visitors.

## **KNOWLEDGE, SKILLS & ABILITIES**

- Minimum of 1 year of related experience
- Excellent communication skills
- Comfortable with a diverse population of older adults in residential setting; previous experience preferred
- Experience with Microsoft Office Suite and general computer proficiency
- Fluent in English
- Fluency in Russian, Chinese, and Spanish preferred

**2LIFE COMMUNITIES** provides superior housing to older adults of all backgrounds who can thrive independently within a supportive environment. We are a mission-driven organization with a vision whereby all older adults have the opportunity to *age in community* – to live a full life of connection and purpose in a dynamic and supportive environment. We are continually evolving support services to meet the needs of our diverse residents as they age.

2Life Communities owns and operates over 1,300 units of affordable rental housing located within six campuses in metropolitan Boston. With another 210 apartments under construction and more in planning, we expect to add another 600-700 units within the next several years as we complete projects in active planning and construction phases.

## **BENEFITS AND MORE**

We offer a very rich benefit plan which for individuals adds 27% on top of the base pay and over 30% for employee +1 and families. Our rewards program includes but not limited to:

- Robust medical and dental plan
- Vision
- Employer-paid life and AD&D, STD, and LTD insurance
- 401(k) plan
- Paid vacation
- Paid holidays
- 2 floating holidays
- Pet insurance
- And more!

*The above statements intend to describe the general nature and level of work performed by people assigned to do this job. The above does not intend to be an exhaustive list of all responsibilities and duties required.*

*We desire to build and cultivate an inclusive environment that brings together a diverse workforce with unique experiences, backgrounds, talents, and perspectives.*

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*