



Eden I&R

Position Junior Program Manager (Housing Portal)

Type of Position: Exempt, Full-time

Agency Mission: Since 1976, Eden I&R has been successfully fulfilling its mission of “linking people and resources” by consistently and creatively responding to the community’s changing needs. The agency’s services are the result of collaborations that depend on the work of hundreds of community-based organizations. Because no other centralized source for health, housing, and human services information exists anywhere else in Alameda County, Eden I&R has become a critical resource for thousands of at-risk individuals, such as youth, non-English speakers, the economically disadvantaged, people living with HIV/AIDS, domestic violence survivors, the elderly, disabled, the homeless, and human service agencies seeking services or housing for their clients.

Agency Vision: We envision a community empowered with information and connected to resources so that all people obtain health, happiness, hope, and improved livelihoods.

Summary:

Eden I&R will administer the Alameda County Housing Portal, in partnership with Exygy, the Housing Portal software vendor, under an initial two-year contract. This relationship with Alameda County is intended to be long-term, well beyond the initial contract period. The goal of the Alameda County Housing Portal (<https://housing.acgov.org/>) is to provide low-income people and property managers with one-stop shop access to apply for and manage affordable housing.

Under the supervision of the Senior Program Manager, the Junior Program Manager will focus on user support and provide day-to-day coordination of portal maintenance.

Responsibilities include but are not limited to the following:

Project Management

- Monthly reporting to HCD on outcomes of outreach and engagement
- Coordinate with translation vendor to manage ongoing portal translations (paper application on Figma.com and digital applications)
- Maintain strategic relationships w/ developers, cities, and developers/property managers
- Support the facilitation of steering committee meetings (e.g., scheduling meetings, proposing agenda items, creating slides, tracking attendance, facilitating discussions, and following up with commitments)
- Support the facilitation of the Below Market Rate (BMR) Working Group, as needed

Job Description

Position: Junior Program Manager (Housing Portal)

Type of Position: Exempt, Full-time

Agency Mission: Since 1976, Eden I&R has been successfully fulfilling its mission of “linking people and resources” by consistently and creatively responding to the community’s changing needs. The agency’s services are the result of collaborations that depend on the work of hundreds of community-based organizations. Because no other centralized source for health, housing, and human services information exists anywhere else in Alameda County, Eden I&R has become a critical resource for thousands of at-risk individuals, such as youth, non-English speakers, the economically disadvantaged, people living with HIV/AIDS, domestic violence survivors, the elderly, disabled, the homeless, and human service agencies seeking services or housing for their clients.

Agency Vision: We envision a community empowered with information and connected to resources so that all people obtain health, happiness, hope, and improved livelihoods.

Summary:

Eden I&R will administer the Alameda County Housing Portal, in partnership with Exygy, the Housing Portal software vendor, under an initial two-year contract. This relationship with Alameda County is intended to be long-term, well beyond the initial contract period. The goal of the Alameda County Housing Portal (<https://housing.acgov.org/>) is to provide low-income people and property managers with one-stop shop access to apply for and manage affordable housing.

Under the supervision of the Senior Program Manager, the Junior Program Manager will focus on user support and provide day-to-day coordination of portal maintenance.

Responsibilities include but are not limited to the following:

Project Management

- Monthly reporting to the Housing & Community Development Department (HCD) on outcomes of outreach and engagement
- Coordinate with translation vendor to manage ongoing portal translations (paper application on Figma.com and digital applications)
- Maintain strategic relationships w/ developers, cities, and developers/property managers
- Support the facilitation of steering committee meetings (e.g., scheduling meetings, proposing agenda items, creating slides, tracking attendance, facilitating discussions, and following up with commitments)

- Support the facilitation of the Below Market Rate (BMR) Working Group, as needed

Housing Placement Coordination

- Review the new affordable housing listings that are posted on the Portal to check if they are in alignment with HCD policy and equitable requirements, and discuss progress during alignment meetings
- Support the implementation of the common digital and/or paper pre-applications for affordable housing listings
- Track needs and requests from developers and property managers
- Support onboarding sessions with each new user to the Portal
- Provide user support to developers and property managers

Applicant Support Coordination

- Direct home seekers to appropriate listings
- Provide applicant assistance as needed by phone and email
- Document user support questions and issues and report as necessary
- Coordinate with technology vendor to ensure system is functioning
- Propose product and process improvements based on feedback
- Provide ongoing analysis of aggregated application data with stakeholders
- Collect and track user feedback from support requests

Requirements, Qualifications, Skills & Abilities:

- 2+ years' experience supporting a program for a government agency, non-profit organization, or housing developer/property manager
- Excellent verbal and written communication skills as well as a self-starter
- Ability to support delivery timeline for multiple internal and external stakeholders
- Detail oriented, with excellent management and organization skills. Able to keep track of many moving parts while smoothly adapting to new information or disruptions to the plan
- Strong problem-solving skills

Preferred Qualifications:

- Previous experience working for an affordable housing developer, local housing authority, property management company, or government housing department

Compensation:

- Competitive compensation package commensurate with experience includes medical, dental, 401(k), a salary of \$80k per year and other benefits.

Location

This position is temporarily remote. Candidates must be able to be in person, when needed through a combination of remote and in person is possible. Eden I&R is conveniently located one block from the Hayward BART station.

Resume/Cover Letter:

Human Resources Administrator

Eden I&R, Inc.

570 B Street

Hayward, CA 94541

Email: Jobs@edenir.org

Eden I&R is an equal opportunity employer