

RELOCATION COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision by Director of Policy and Planning, Occupancy Coordinator, or designee depending on project the incumbent is responsible for overseeing the planning and implementation of relocation activities across the portfolio of the Albany Housing Authority. Job performance is evaluated by the Director of Policy and Planning, Occupancy Coordinator, or designee depending on project through review of the level of knowledge and expertise in relocation services, level of administrative and clerical support provided for residents, organizational, interpersonal and decision making skills and accuracy, timeliness and thoroughness of completed work.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Represents the Housing Authority in negotiations with vendors and other service providers necessary to carry out relocation activities;
- Develops relocation plans and a budget for each project;
- Develops project specific strategies for how residents will be moved within or from the property and timing and sequence of all moves;
- Manages public meetings with residents as well as one-on-one meetings with individual households;
- Provides advisory services to residents prior to moves;
- Acts as a liaison between moving company to ensure packing and moving activities are conducted on schedule;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge and expertise in relocation or property management, resident services or similar fields;
- Ability to communicate effectively;
- Strong time management and organizational skills with attention to detail;
- Ability to take initiative and work independently;
- Strong negotiation skills;
- Excellent written, verbal communications and relationship management skills;
- Ability to resolve conflicts through negotiations and maintain relationships during difficult situations;
- Ability to establish priorities and make decisions based on established policies;
- Integrity;
- Resourcefulness;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree (or higher) in one of the social sciences, human services or related field; **OR**
- (B) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in one of the social sciences, human services or related field and two (2) years of experience in relocation services, property management, resident services or other similar fields; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience in relocation services, property management, resident services or other similar fields; **OR**
- (D) Any equivalent combination of training and experience as defined by the limits of (A) through (C) above.

SPECIAL REQUIREMENT:

Possession of a valid NYS driver's license at the time of appointment and for the duration of employment. Use of personal vehicle may be required.