

Project and Resident Services Assistant

Twin Pines Housing, White River Junction, VT



This position is part of the Vermont Housing & Conservation Board AmeriCorps (VHCB AmeriCorps). The VHCB AmeriCorps program supports the innovative dual-goal approach to creating stable affordable housing opportunities for Vermont residents while preserving the natural and working landscape. VHCB AmeriCorps is a national service program that places members with non-profit housing or land and energy conservation organizations around the state.

Twin Pines Housing (TPH) is the Upper Valley's leading provider and developer of affordable housing, serving northern Windsor County and southeastern Orange County in Vermont, and southern Grafton County and northern Sullivan County in New Hampshire. The agency develops and manages affordable multi-family apartments, affordable homeownership units and mobile home parks. It currently manages or oversees 417 units of rental housing and 47 home ownership units. TPH currently has about \$30 million in housing renewal and new housing projects in the pipeline.

Twin Pines Housing's mission is to strengthen the Upper Valley community by developing and improving affordable homes for individuals and families, and by supporting our tenants and owners. The goal of the Project Assistant position is to support and learn about the importance of affordable housing, while building basic office skills, professional communication skills, and learning to work with a variety of different people.

Essential Functions:

Under the direction of the Project Manager:

- Provide support for development of two new properties:
 - Assist with preparation of real estate development application
 - Attend a variety of construction related meetings and communicate with vendors
 - Other development duties as required
- Provide support for renovations being done to 100 unit development in West Lebanon, NH, under the direction of the Director of Property Management:
 - Communicate construction status, property updates, and other information to tenants through newsletters or other written correspondence
 - Work with tenants on a one-on-one basis as needed throughout the construction process
 - Attend a variety of construction related meetings and communicate with vendors
 - Other development duties as required
- Provide support to tenants under the direction of the Resident Services Coordinator:
 - Assist residents with applications and other necessary paperwork
 - Aid Twin Pines Staff in coordinating and providing programming for residents
 - Improve food access for residents through implementing community gardens and food
 - Other resident services duties as required
- Create, distribute and compile data through a rental resident survey collecting demographic information that the organization can use to determine how to best serve our tenants
- Assist with general office organization, filing and data entry



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- Assist with community and outreach event coordination and planning
- Participate in an Independent Service Project under the guidance of VHCB AmeriCorps
- Participate in VHCB AmeriCorps Trainings, Service Days, Events, and Program Initiatives.
- Engage in professional and personal development activities and networking opportunities.

Marginal Functions:

- Design brochures, fact sheets, program guides, flyers, etc.
- Assist Maintenance Technicians at properties as needed
- Create content for program website
- Create content for resident newsletters
- Other duties as assigned and within AmeriCorps guidelines

Desired Qualifications:

- Strong time management, organization and communication skills.
- Strong attention to detail
- Ability to manage multiple tasks and priorities
- Ability to work independently and with multiple supervisors
- Ability to lift 25lbs
- Proficiency with Windows Microsoft Office programs
- Professional, friendly personality
- Reliable automobile and safe driving record

Minimum Qualifications:

- Be US citizen or have permanent resident status;
- Be at least 18 years of age upon entering the Pre-Service Orientation or 17 years of age with written parental permission that has been verified by phone;
- Be a high school graduate, have a GED certificate, or be willing to work towards a GED as part of the service-term. A member cannot have dropped out of high school to join AmeriCorps.
- Has not been convicted of murder or sexual assault and is willing to undergo an National Service Criminal History Check
- Be committed to the VHCB AmeriCorps program's ethic of service and personal and professional development of its participants;
- Have the ability and enthusiasm to drive to, attend, and participate in required trainings and events, and be prepared to drive up to 2-3 hours each way.

Additional Information:

Service will be performed both in an office setting and at properties with property management and resident services staff. Time will be spent working at a computer, communicating by phone, collaborating with team members, and interacting with residents. During tenant relocations, the AmeriCorps Member will assist tenants and staff with moving tenants, including lifting of moving boxes, personal items, and furniture.

Position begins September 10th, 2018 and ends August 9th, 2019.



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This position is: (check one)

☒ **Full Time:** Requires 1,700 hours for an average of 40 hours per week for 48 weeks. Member will receive a living allowance of \$20,400 (pre-tax), and an education award of \$5,920 (pre-tax) upon successful completion of service. Other benefits include health insurance, federal school loan forbearance, and various training and networking opportunities.

This position **does** have recurring access to vulnerable populations (youth, persons over 60, individuals with disabilities).

To Apply: http://www.vhcb.org/ameriCorps/menu_events/positions/

For questions about this position or to send additional materials:

Laura Beliveau, Project Manager & General Counsel
226 Holiday Drive, Suite 20
White River Junction, VT 05001
(802) 291-7000
Laura.Beliveau@tphtrust.org

Application deadline: August 24, 2018

Additional information on AmeriCorps is available at www.americorps.org.

The Vermont Housing & Conservation Board (VHCB) is sponsoring this AmeriCorps position through their AmeriCorps Program. VHCB is an Equal Opportunity Employer. Positions are open to all applicants without regard to race, color, national origin, ethnicity, disability, age, gender, gender identity, sexual orientation, political affiliation, veteran's status, religion or creed.

Member Name: _____

Signature: _____

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