



Job Description

Position: Resident Services Coordinator (RSC)
Reports to: Resident Services Program Manager
Location: 800 at Bellshire Apartments, Conroe, Texas
Status: Full Time Non-Exempt
Compensation: \$21.00 - \$26.00/hour

JOB DESCRIPTION:

Under general supervision, the Resident Services Coordinator (RSC) provides on-site support and services at an affordable multi-family complex in Conroe, Texas. The RSC is responsible for planning, implementing, and coordinating social and supportive programs and events that promote overall wellness and enhance the quality of life for individuals and families residing in the community. The RSC builds and maintains partnerships with social service providers and community agencies to ensure access to critical resources and support for residents.

The RSC carries out the mission of Merced Housing Texas by working closely with residents to foster a sense of community, strengthen individual support systems, and promote a positive, neighborly spirit through increased awareness of community needs. The RSC helps residents identify their strengths and needs, engaging them in culturally competent service delivery to create a safe, supportive, and inclusive living environment.

The RSC reports to the Resident Services Programs Manager and collaborates regularly with fellow RSCs, Merced staff, and Property Management.

DUTIES AND RESPONSIBILITIES:

- Provides excellent customer service to internal and external professionals, residents, and partners
- Maintains a positive, professional attitude when working with community partners, property management, service organizations, and Merced staff
- Develops, facilitates, and implements social and supportive activities, events, and presentations that focus on housing stability, financial growth, health and wellness, youth enrichment, and community engagement
- Assists residents in identifying, accessing, and coordinating services that promote independence, autonomy, and overall well-being
- Develops supportive, professional relationships with residents to help enhance their quality of life, empower them to set life goals, and encourage steps toward self-sufficiency
- Maintains steady and regular office hours to ensure residents have consistent access to support and services as needed
- Demonstrates a high level of integrity and confidentiality when working with residents' personal information and when engaging with individuals and clients in the workplace
- Advocates on behalf of residents and follows up with service providers and residents to ensure timely and effective service delivery
- Collaborates closely with property management and Merced staff to ensure residents receive appropriate supportive services, and to jointly plan programs, activities, and events
- Creates and maintains a network of community organizations and service providers to support resident needs through referrals and partnerships
- Maintains accurate records including daily task logs, resource directories, case files, marketing materials, flyers, sign-in sheets, and other documentation electronically and in supportive service binders
- Monitors and adheres to the resident services budget for each apartment community
- Purchases and maintains necessary supplies, equipment, and commodities for on-site activities and events

- Completes administrative tasks, including responding to correspondence and voicemail in a timely manner
- Ensures reports and outcome tracking are completed and submitted on schedule
- Produces and distributes a monthly newsletter for each apartment community
- Ensures effective communication with residents using newsletters, flyers, bulletin boards, and other outreach methods
- Provides culturally competent services to residents, staff, and internal/external stakeholders
- Promotes program innovation and the use of best practices in service delivery
- Attends and participates in trainings, conferences, workshops, and Merced Housing Texas staff meetings
- Monitors the ongoing quality of service delivery to support continuous improvement
- Performs other duties as assigned by Merced Housing Texas

QUALIFICATIONS:

- Bachelor's degree in Social Work, Sociology, Psychology, Human Services, or a related field; or a minimum of three years of experience providing social services to individuals and families with incomes below the federal poverty guidelines
- Must obtain a Community Health Worker Certification within the first year of employment
- Strong computer proficiency, including Microsoft Office programs (Excel, Word, Publisher, Outlook) and Canva online graphic design platform
- Knowledge of community resources and services designed to support families, youth, and older adults
- Ability to assess resident needs and make appropriate referrals to community resources
- Excellent verbal, written, listening, and interpersonal communication skills
- Strong organizational and time-management skills with a high level of attention to detail
- Ability to clearly and concisely document relevant information
- High level of integrity and ability to maintain confidentiality when handling sensitive resident information
- Ability to develop, market, and manage volunteer opportunities to support resident programs
- Energetic, enthusiastic, and team-oriented with a strong sense of initiative and collaboration
- Flexible schedule with the ability to work evenings and weekends as needed
- Self-starter who works well independently with minimal supervision

PHYSICAL REQUIREMENTS:

Physical demands while performing the duties of this job include the ability to walk up and down three flights of stairs at a 200+ unit apartment community; ability to lift/carry boxes or bags up to 50 pounds; ability to bend, stoop, and squat

OTHER REQUIREMENTS:

- Must have reliable transportation with a valid Texas Driver's License and maintain current automobile insurance
- Must be able to travel to Merced Housing Texas Main Office in San Antonio, TX on a quarterly basis or as needed, with overnight stays typically ranging from 2 to 3 nights.
- Must successfully pass a background check and possess a valid driver's license with a clean motor vehicle record, free of major violations.

If you are able interested in this position, please send email your resume to susie@mercedhousingtexas.org

