

**NEIGHBORHOOD HOUSING SERVICES OF NEW YORK CITY, INC.  
JOB POSTING**

**Job Title:** Relationship Manager – Government Programs  
**Reports to:** Director of Homeownership Services

2/5/2021

**Organizational Summary**

Neighborhood Housing Services of New York City (NHSNYC) through financial empowerment and affordable lending enables individuals and families to invest in, preserve and improve their neighborhoods, their homes, and their future. Working in partnership with the private sector, government agencies and residents and businesses, we offer a wide range of services based on the needs of each individual community we serve, including financial and homeownership education, loan origination and mortgage facilitation to support the attainment and sustainability of homeownership for underserved New Yorkers. Our goal is to support the realization of the best quality of life possible for each New Yorker, starting with a stable home.

**Overview:** Relationship Manager will be responsible for building and maintaining highly proactive long-term, external relationships with government agencies. Maintaining multiple lines of communication with external and internal staff to build valuable relationship with key stakeholders. Must have the ability to research topics and build presentations and train both internal and external stakeholders. Responsible for gaining a deep understanding of the Tenant Interim Lease Program and other governmental programs for which NHSNYC administers or manages.

**Responsibilities**

- Conduct assessments of the needs of co-ops and help develop strategies to identify problems, clarify goals, and assist in the implementation and communication of the strategies to meet the goals.
- Identify key contacts at potential government agencies to establish and foster relationships.
- Participate in one-on-one meetings with agencies to understand their program needs.
- Creating and presenting detailed power point presentations on various subject matters to educate - tenant associations, tenants, board members and HDFCs homeowners.
- Understand the problems and challenges and identify ways the business could better address those needs.
- Provides technical assistance to Tenant Associations, co-op boards, and shareholders in the form of workshops, seminars, webinars, and individual meetings, and/or telephone/virtual communication.
- Provides guidance and feedback to NHSNYC staff on successes and areas of improvements.
- Aid co-op boards dealing with organizational issues, including rent (maintenance) collection strategies, budget preparation, management, etc.
- Assist co-op boards and other shareholders in organizing effectively to improve the performance of their co-ops. Work with the co-op boards, Tenant Associations, shareholders, Management Companies, accountants, and attorneys. Offer information and referrals tailored to specific issues, problems, and needs.
- Attend meetings at the buildings to monitor elections and address specific issues and keep co-op boards and shareholders informed of progress and tasks that need to be performed.
- Facilitate small and large group meetings and trainings on-site or at NHSNYC offices.
- Conduct effective outreach to all building residents throughout the program.
- Develop opportunities for promoting communication, participation, and cooperation among residents across the entire program portfolio.
- Promptly prepare accurate and informative reports on all site visits and technical advisory sessions and file the reports with the Director and update the database.

## **Qualifications and Requirements**

- College degree required and project management certification preferred.
- Ability to maintain effective professional relationships with individuals with varying backgrounds and professions.
- Proficient in using technology, specifically Microsoft Office suite and CRM software.
- Experience working with low-to-moderate- income populations, and/or community outreach.
- Experience creating and giving presentations.
- Background in housing, property management, and tenant/community organizing preferred.
- Required to work evenings and one Saturday a month. Flexible work hours available to accommodate evening/weekend hours.
- Travel throughout New York City will be required.
- Bilingual English/Spanish a plus!!

NHSNYC is an Equal Employment Opportunity

Starting salary: Commensurate with experience

Closing Date: TBD

Send Resume and Cover Letter with salary requirements to:

Neighborhood Housing Services of New York City, Inc.  
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