



Chestnut Hill Realty

Managing People's Apartment Homes with Pride

Resident Services Coordinator (Chestnut Hill, MA)

Chestnut Hill Realty has an exciting opportunity for a Resident Services Coordinator to join our team. In this position you will be responsible for helping support our residents who need additional assistance in obtaining resources that will enhance the quality of their daily lives. You will work directly with our Director of Community Engagement & Resident Services helping develop and foster programs that support best in class resident services, partnership development, and impactful outcomes across the company portfolio.

As a Resident Services Coordinator, you will:

- Serve as primary contact for new and established residents who need assistance with accessing and obtaining local services and resources.
- Ensure resident inclusion and belonging by identifying, assessing, selecting, developing, and maintaining referral relationships with local agencies
- Provide supportive connections between residents and referral agency staff when residents or agencies request assistance.
- Help establish company program targets, identify and assess individual and family needs when appropriate as well as helping facilitate resident meetings and community-organizing and social activities

Are you the right person for the job?

- Minimum of two (2) years' experience in Social Services or similar field
- Experience building and maintaining effective partnerships and working with social service providers preferred
- Proficiency in Microsoft Office Suite including Word, Excel & Outlook
- Positive attitude, strong work ethic and ability to lead and motivate others
- Must possess professional written and verbal communication skills

Some of the benefits to you:

- Attractive total compensation package
- Excellent benefits package including: medical, dental, vision, 401(k), 2 weeks of vacation, your birthday off
- Chestnut Hill Realty apartment discount
- Great work-life balance
- Opportunities for recognition and personal development
- Strong promote-from-within company culture
- Positive work environment

If you are self-motivated, have property management industry and/or social services experience and are excited about making our residents happy, we want to hear from you!

All job offers contingent upon satisfactory background check.



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2021 2022 2023 **BEST PLACES TO** 
WORK **IN MULTIFAMILY**