



MULTI-SERVICE CENTER

Building Assistant II - Leasing

The Multi-Service Center's (MSC) mission is to build a future without poverty by creating pathways to help, hope, and dignity for our neighbors. By joining MSC, you will strengthen communities throughout the region by reducing barriers to becoming economically stable.

At Multi-Service Center, we believe that diversity, equity, and inclusion drive success for our clients, community, and employees. We are stronger as a team when we welcome diverse employees, perspectives, experiences, and approaches to foster belonging and a more informed workplace.

MSC is currently seeking a full-time **Building Assistant II - Leasing** to provide excellent customer service as well as monitoring and assisting with the safety and security of the building and our tenants including de-escalation utilizing diversity, equity, and inclusion principles, enforcing building rules, providing resource navigation, and assisting MSC (Multi-Service Center) staff with unit turnovers. Maintain service delivery based on the knowledge of the Housing First model and harm-reduction policies.

The **Building Assistant II - Leasing** reports to the Community Manager. This position is located at our MSC WILLIAM J WOOD VETERANS HOUSE (WJW). It might require visiting other King County services sites.

Status and Schedule

- Non-Exempt, Full-time, Monday – Friday 10:00 AM. to 6:30 PM.

Overview of Responsibilities

Leasing Duties

- Supporting Community Manager in preparing leasing documents, soliciting rent payments, and supplying receipts.
- Keeping residents updated on property information.
- Comply with federal, state, and company policies, procedures, and regulations. Become fluent in Fair Housing Laws and all aspects of legal application processing.
- Supporting Community Manager with processing annual and interim reviews of tenant eligibility; sending out annual review packets; tracking processes for completion with residents; processing income and asset verifications.
- Help maintain files and records pertaining to applicants or residents.
- Input information into computerized systems for information management, storage, and retrieval; input and retrieves resident/applicant and property information; input status and other changes.
- Support Community Manager in working with residents and applicants and the public; answering phones, greeting applicants, residents, and visitors.
- Help organize monthly community events.

Other Duties

- Monitor in and out traffic at the front door and outside of the facility.
- Monitor workstation, and the front lobby on the ground floor, doing periodic building sweeps as needed, and continuously monitoring all onsite cameras.
- Work with other staff to provide behavioral management for diverse populations including individuals with chemical dependency and/or mental health barriers.
- Respond to residents who are in crisis, having medical emergencies, or showing disruptive behavior (including fights, drug dealing, etc.), and leverage law enforcement, and emergency services, as necessary.
- Provide services, resources, and information to residents. Maintain a binder of local resources.
- Develop supportive relationships with residents and authorized guests by using motivational interviewing strategies, supplying an informal listening ear for guests experiencing difficulties.
- Keep the calendar for monthly, or daily activities at William J Wood Veterans House.
- Maintain written and computerized records including incident tracking, resident tracking form, and daily logs tracking form.
- Understand and adhere to MSC policies around confidentiality and all standards of conduct as described in the MSC Personnel Manual.
- Communicate with other team members throughout the shift to make sure everything is done, and everyone is aware of any ongoing issues. This includes completing incident forms as needed, completing daily log report, and alerting necessary staff of any urgent building and/or tenant needs.
- Travel to MSC offices and program meetings throughout south King County and the city of Seattle

Requirements

- High School Diploma or equivalent. Post High School education preferred.
- Valid Washington State driver's license, proof of current auto insurance, and reliable transportation preferred.
- At least one year of direct service experience in crisis intervention, case management, housing, employment, education, children's services, and/or substance abuse.
- One year of experience in property management and/or maintenance is required.
- Empathy for low-income, homeless, elderly, and otherwise families and individuals in need.
- Must be able to speak, read, write, and understand English.
- Be proficient with basic computer skills, including MS 365 email and calendaring, Word and Excel, and a willingness and ability to learn additional databases.
- Knowledge of multi-line phones.
- High-level communication skills.
- Demonstrated excellent customer service skills and phone manners.
- Accurate, efficient, detail-oriented work skills; organization, leadership, flexibility, problem solving, and decision-making abilities.

Wage/Salary Range

Grade: 11 / \$20.72 - \$22.29 DOE

Benefits

- Medical Plans – employee premium as low as \$40 per month for employee coverage
- Dental and Vision – employer pays for employee coverage
- Health, dental, vision coverage available for spouses/domestic partners and dependents
- Employer paid life (1x annual base pay) and long-term disability insurance (60%)
- Flexible Spending Accounts
- Employee Assistance Program
- Immediate participation in 401k available; three percent MSC contribution once eligibility is met, subject to annual board approval
- Annual paid vacation (15 days to start); annual paid sick leave (12 days)
- 14 paid holidays (including your birthday!!)
- As a 501(c)(3) employer, full-time employment at MSC may qualify you for education loan forgiveness under the Public Service Loan Forgiveness (PSLF) or Temporary Expanded PSLF (TEPSLF)
- Adoption expense reimbursement of up to \$500
- Professional development opportunities
- Fun team-building events including a holiday party and summer picnic
- Free onsite parking

Join our mission!

To apply, please send your resume and cover letter to jobs@mschelps.org.

No phone calls please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.