



Massachusetts Housing and Shelter Alliance Job Posting

Title: Leasing & Compliance Manager

The Massachusetts Housing and Shelter Alliance (MHSA) is seeking qualified candidates for the position of Leasing & Compliance Manager.

About MHSA:

MHSA is a statewide nonprofit organization that is driving innovation to end homelessness among adult individuals through advocacy and development of outcome-based programs. For more than 30 years, MHSA has been transforming the traditional response of emergency shelter into a system of permanent housing, improved access to support services and healthcare, and other long-term solutions to homelessness for unaccompanied adults. These strategies have helped dramatically reduce chronic homelessness in Massachusetts and gained MHSA national recognition for several policy initiatives. MHSA has a network of nearly 100 member agencies; it also works closely with state and city government. It uses its unique position as a funding intermediary between public agencies and homeless service providers to create innovative responses to homelessness for adults in Massachusetts. MHSA is an Equal Opportunity Employer offering competitive pay, generous benefits, and work in a mission-focused organization. Learn more about MHSA at www.mhsa.net.

Position Summary:

The Leasing & Compliance Manager will join a growing Leasing Team within the Programs Department that manages MHSA's program and funding intermediary work. This is a role within the leasing programs for a highly-organized person who will develop and implement improved, streamlined, and effective tracking systems and will provide administrative coordination to keep the Leasing Team organized. The Leasing Team oversees over 200 permanent supportive housing units across the Metro Boston Region with more units coming online. The person in this position will have a passion for improving system processes so that the Leasing Team is more effective at supporting successful tenancies.

Reports To: Director of Leasing Programs

Status: This position is full-time, exempt

Essential Functions:

- Assist the Director of Leasing Programs to coordinate the work of the Leasing Team to develop effective organizational systems and to implement key system improvements.
- Develop proficiency with a new web-based database platform that will expedite and simplify a leasing process that tracks lease details, dates, rent amounts, tenant documents, etc.
- Manage leasing database including uploading complete accurate documents and conducting regular audit checks for accuracy and identifying missing information.
- Create, organize, and maintain leasing policies and procedures and any associated electronic files to streamline organizational systems and operations.



- Develop expertise in contract and legal requirements for leasing programs (tenant/landlord law; eviction process).
- Organize and prepare required documents for Leasing Team to conduct monitoring visits and maintain an accurate tracking system of follow-up documents needed and timelines to meet program compliance.
- Draft new leases, amendments, etc. and review landlord generated leases prior to review by Vice President; coordinate signatures.
- Assist with collecting documents and preparation for tenancy preservation meetings and eviction proceedings when needed.
- Assist with lease-up process; meet new tenants on-site at units and complete necessary paperwork and unit inspection.
- Serve as primary contact with landlords; triage to other staff as needed.
- Complete annual income/rent certifications for each tenant and collect rents (receive/track payments).
- Complete monthly rent reports and send notices to tenants for late/missing rent payments in a timely manner.
- Collect incident reports from service provider agencies and maintain documentation in tenant file.
- Assist in scheduling internal and external meetings for Leasing Team.
- Assist with annual rent reasonableness certifications and unit inspections for each rental unit.

Qualifications:

- Minimum of one-to-two years relevant experience.
- Regular travel to rental unit properties required; access to car preferred.
- Excellent organizational skills and attention to details with ability to manage multiple projects and deadlines.
- Passion and empathy for the mission of ending homelessness and interest in those prioritized by MHSA's work: adults experiencing chronic homelessness often coupled with physical, mental, and/or addiction disabilities.
- Commitment to Diversity, Equity, and Inclusion.
- Demonstrated ability to be self-directed, adaptable, and to work both independently and in a team environment.
- Proven ability to take initiative, prioritize assigned projects and complete tasks efficiently and meticulously with exceptional accuracy.
- Ability to efficiently organize database and system files.
- Proficiency in Microsoft Office suite, including Word, Excel, Outlook, Power Point, and Share Point as well as Adobe Acrobat. Experience with Power Point and graphic design applications a plus.
- Proficiency and comfort with tools for remote work like Zoom, Teams, and Cloud document storage.
- Ability to input and interpret data quickly and accurately.
- Strong verbal, written and interpersonal communication skills. Ability to write emails, memos, etc. using correct spelling, grammar, and punctuation.
- Valid driver's license and ability to travel periodically.
- **Lived experience of homelessness is honored and valued as relevant experience.**
- **Must reside in Massachusetts while employed at MHSA.**



Compensation and Benefits:

This position is full-time, exempt. Salary range is \$50,000 - \$60,000.

Excellent benefits include:

- Harvard Pilgrim health insurance (80% employer-paid)
- Delta dental insurance (80% employer-paid)
- EyeMed vision insurance (100% **employee-paid** at MHSA lower group rate)
- Life, long-term disability, and Massachusetts Paid Family and Medical Leave insurance (100% employer-paid)
- Pre-tax commuter benefits
- Pre-tax flexible spending account for out-of-pocket medical expenses for employee and eligible family members
- Pre-tax dependent care spending account to be reimbursed for dependent care expenses, such as daycare, preschool, and summer camps
- 15 days of vacation per year to start (maximum 25 days per year accrual rate after 4 full years of employment)
- 15 holidays per year
- 401k retirement plan with 25% employer matching contribution

NOTE: MHSA supports a hybrid work environment. Staff are expected to work from the Boston office and travel to other sites as needed to ensure maximum performance and results, and at the direction of supervisors.

Application procedure:

Please submit a resume and cover letter to Kaye Wild, Vice President at kwild@mhsa.net no later than **January 20, 2022**. Please be sure to put "Leasing & Compliance Manager" in the subject line. **A COVER LETTER IS REQUIRED. RESUMES WITHOUT COVER LETTERS WILL NOT BE REVIEWED OR CONSIDERED.**

At MHSA, we appreciate the value and richness of different perspectives and experiences. We constantly strive to be a more diverse and inclusive workplace. We work to make you feel welcomed and engaged as a valued member of the MHSA team. MHSA is an Equal Opportunity Employer, committed to a diverse workforce. Individuals from all backgrounds are encouraged to apply. **We especially encourage people with lived experience of homelessness to apply.**

See our full EEO policy at <https://mhsa.net/wp-content/uploads/2022/11/MHSA-EEO-Non-Discrimination-Policy.pdf>