



RESIDENT SERVICES DEPARTMENT INTERN POSITION DESCRIPTION

The Resident Services Department provides quality resources to participants for the Housing Authority of DeKalb (HADC). This department supports a strong and active relationship between residents, staff, and the community. All programs and activities developed by HADC focus on economic growth and self-sufficiency opportunities for all residents.

RESPONSIBILITIES:

This position is responsible for assisting the HADC Resident Services Manager with program development of the overall resident services of the HADC and for coordinating direct and indirect supportive services to residents, the Housing Choice Voucher program (HCV) and Public Housing with the goal of self-sufficiency and community building. This position will seek services within the county and resources for all residents of HADC and facilitate group activities for senior residents. Must have exceptional customer service skills, be very analytical, have good written, and oral communication skills.

Major Duties:

- Assist in program planning for enhanced resident services
- Maintain good rapport with resident leaders and discusses resident needs and programs with them
- Maintain communication with management staff to address concerns
- Works on site to implement new programs, activities