



Job Announcement: Resident Services Coordinator

SouthEast Effective Development (SEED) is a nonprofit organization founded in 1975. SEED's mission is to improve the quality of life in Southeast Seattle by creating partnerships and inspiring investments - with a special focus on residents with fewer opportunities and resources. SEED works in three key areas: affordable housing, arts and culture (SEEDArts), and economic development. Visit our [website](#) for more information.

About the position

The Resident Services Coordinator supports the implementation of resident services programming that serves families, seniors, and individuals with special needs within SEED's housing portfolio of 1,091 affordable apartments. This role provides direct service delivery, coordinates programming, and ensures residents are connected to resources that promote housing stability and well-being.

Status: Full-time, 40 hours a week

Work location: 4–5 days a week at SEED properties, 7+ hours a day

Compensation: \$27.00 – \$30.00 per hour (DOE), includes benefits

Reports To: Resident Services Manager

Essential Duties and Responsibilities

- Provide effective resource referrals for **housing stability, food assistance, employment, physical health, mental health, education, financial assistance, utility assistance, and other supportive services.**
- Staff resident service office, meeting with residents in person, telephonically and remotely
- Support program of support for rent-burdened tenants, participating in annual income recertifications and connecting them to resources for lower rent/ AMI homes, ongoing housing support and other services
- Use program data and regular reporting as a tool **to support program monitoring, performance measurement, quality improvement, and Resident Services reporting**
- Collaborate with SEED staff and Third Party Property Management staff on serving those residents most in need of services
- Connect residents to rental and utility assistance resources, tracking outcomes and participating in programs to improve rent collection rates, to **support housing stability and eviction-prevention efforts.**
- Support, plan and execute community building events for residents to foster **resident engagement, educational, homebuyer, food pantry, resource,** and public safety events.
- Locate, develop, and maintain networks and partnerships with relevant service providers, government agencies, non-profit and community organizations, business and educational institutions
- Report safety concerns or hazards to management immediately
- Participate in community groups working to improve services for residents to develop new resources that address unmet needs
- Partner with SEED staff and Third Party Property Management on eviction tracking, eviction prevention and resident relocation
- Accurately document all resident interactions in Bonterra Apricot database

- Assist with reporting requirements and program evaluation support
- Assist with scheduling, outreach, and program coordination logistics
- Attend team meetings, trainings, and partner meetings
- Contribute to a collaborative, mission-driven team environment
- Other duties as assigned

Performance Metrics

- Resident responsiveness: Timely response to resident requests for services, referrals, and follow-up, with 90% of inquiries acknowledged within **two** business days.
- Service connections and outcomes: **150 - 300** annual successful referrals completed for housing stability, food access, employment, health care, mental health, education, and other priority needs of SEED residents.
- Resident engagement: meet manager benchmarked engagement goals for resident participation rates in resident services programming, community-building activities, safety events, and targeted outreach across assigned SEED properties.
- Event attendance: More than 350 resident attendees at events annually
- Resident satisfaction and trust: Feedback from SEED residents indicating services are accessible, respectful, culturally responsive, and helpful in addressing resident goals and concerns.
- Data quality and reporting: Timely, accurate, and complete documentation in Bonterra Apricot and other required reports, with data used to inform service improvements and program supervision.

Required Experience and Skills

- 1–3 years of experience in social services, community-based work, or related field
- Strong interpersonal and communication skills
- Proficiency with Microsoft Office Suite and virtual tools
- Experience with CRMs or service databases preferred
- Strong organizational skills and ability to manage multiple priorities

Desired Experience and Skills

- Experience working with diverse populations, including low-income households, seniors, or individuals with special needs
- Familiarity with Seattle/King County community resources
- Experience in affordable housing or resident services programs

Competencies

- Mission alignment and passion for impact: Ability to connect daily tasks to broader community or societal outcomes.
- Effective oral and written communication skills: clear, compelling communication and active listening
- Leadership skills and conflict resolution skills: Strong interpersonal skills for working with diverse stakeholders: donors, volunteers, board members, clients, and partners.
- Interacting with residents and community members of diverse backgrounds: this is central to our community and who we serve
- Critical thinking and problem solving: Strong critical thinking skills, enabling the analysis of complex situations and creative, adaptive problem solving
- Cross-functional collaboration: working across teams and with external stakeholders on shared goals
- Organization and accountability: accurate documentation and follow-through

To Apply:

Send a cover letter and resume in a single PDF to: residentservices@seedseattle.org. Please put **“Resident Services Coordinator”** in the subject line. Position open until filled.

SEED is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. People of color, Native and Indigenous people, LGBTQIA people, people with disabilities, and other individuals who bring critical perspectives from historically marginalized communities are strongly encouraged to apply.