



Job Posting

Landlord and Utilities Liaison (full-time)

IRIS (Integrated Refugee & Immigrant Services, Inc., www.irisct.org) is a dynamic refugee resettlement agency with offices in New Haven and Hartford, CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

IRIS is looking for a Landlord and Utilities Liaison who will function as the link between IRIS clients, landlords, and utility companies. This is a full-time, salaried position based primarily in New Haven but will be expected to travel to Hartford at least one day per week. Flexibility will be required as needs vary depending on a multitude of factors.

General Description

The Landlord and Utilities Liaison will be responsible to ensure that IRIS and client tenants maintain favorable relationships with past, current, and future landlords. They will represent IRIS and clients to landlords, participate in housing workshops (both internal and external), and actively engage with/seek out external housing working groups. The Landlord and Utilities Liaison will also be responsible for managing the administrative side of basic utility accounts in clients' residences including account transfers, activation and deactivation, charge disputes, and trouble-shooting issues with start of service and utility bills. (does utility bills need to be capitalized?)

Essential Duties and Responsibilities include:

- Establishes and maintains a rent data system for internal tracking and reporting processes
- Develops and maintains a landlord database in close collaboration with Acquisitions Coordinator
- Monitors landlords' satisfaction with regard to renting to IRIS clients
- Resolves landlord/tenant questions, inquiries, issues, or complaints in person and/or via phone in a timely manner, able to discern need for urgency and respond appropriately
- Is the primary representative to landlords after the Housing Acquisitions Coordinator (HAC) has handed over a case.

- Follows up with maintenance issues identified by the HAC and current client tenants.
- Coordinates with landlords and property managers to schedule and gain access to units for repairs to be made.
- Develops and maintains a database of lead inspections executed by IRIS contractor in apartments with children residing under the age of six.
- Works closely with lead inspectors to guarantee inspections are completed before clients with children under the age of six move into an apartment.
- Establishes professional relationships with current and potential future landlords, housing authorities in the New Haven and Hartford area, as well as persons (including government officials) involved in housing initiatives
- Conducts housing/rental market surveys
- Assists with the solicitation of prospective landlords
- Inspects apartments when clients move out, and helps insure fair disposition of security deposits
- Monitors success rates of apartments rented, specifically; after one year, how many leases are renewed?
- Educates clients on rental processes in the United States
- Participates in IRIS internal Housing Working Group
- Implements transfer of utility accounts from IRIS's name to client's name at one-month mark, or as soon as possible after that
- Works with case managers to get all new client accounts qualified for hardship status
- Works with case managers to inform utility companies of Energy Assistance awards
- Tracks tenancy of IRIS-held singles apartments and notifies Housing team of vacancies
- Updates leases to include new tenants in IRIS singles housing in close coordination with the landlord
- Resolves utility issues related to disputes and shut offs
- Acts as the liaison between IRIS, clients, and Utility Companies
- Establishes a primary contact at all utility vendors IRIS clients use to enable quick resolution of issues
- Facilitates IRIS participation in utility vendors' non-profit portal system of access to client accounts

- Performs ad-hoc research
- Educates new arrivals on utility usage and charges in the United States
- Helps clients understand utility company financial assistance programs, including matching payment programs
- When possible, helps clients and their landlords take advantage of weatherization assistance programs
- Facilitates fair division of utility costs among roommates (and IRIS) in shared “IRIS singles” apartments
- Alerts case managers to any rental or utility issues that require their attention
- Alerts case managers to any utility shut-offs and facilitates safe, warm housing for clients until resumption of services
- This position will be expected to work closely with both the housing and case management teams, and will be expected to engage on a daily basis with both teams
- Other duties as assigned by the supervisor.

Candidates must be fully vaccinated against COVID-19 and comfortable coming into contact with other people.

In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be

familiar with the candidate’s job performance.

Candidates must have:

- Knowledge of HUD, federal, state and local laws and regulations related to housing and utilities
- Excellent negotiation skills
- Ability to establish and maintain effective working relationships with co-workers, landlords/property owners, utility companies, and clients
- Ability to orient other employees and explain organizational policies and procedures related to housing and utilities
- High school diploma required
- Ability to quickly analyze situations and make decisions
- Ability to perform work under pressure

- Ability to work with flexibility and shift priorities/tasks with little to no notice

Ideal candidates will have:

- Language skills beyond English; Ideally French, Spanish, and/or Pashto
- Experience working with refugee or immigrant populations either domestically or abroad
- A good sense of humor
- Prior experience in property management or utility administrative services

Compensation: \$50,000 - \$55,000 per year

Benefits: Health, vision, dental insurance. Life insurance. Short- and long-term disability insurance.

Vacation (3 weeks / year), Personal days (3 days/ year), sick leave (12 days/ year), holidays per IRIS schedule (currently 12 days/ year). 403b retirement plan after 1 year of employment

To apply, send an email to Director of Resettlement Services, at humanresources@irisct.org as soon as possible with the following:

- A subject line that says “Landlord and Utilities Liaison”
- A cover letter
- An attached resume
- three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled.