



Job Title: Housing & Resident Services Specialist

Classification: Non-Exempt

Reports To: Director of Housing, Non-Exempt

Location: City of San Diego (Office and Field Based)

Program: Housing

Status: Full-Time

Compensation: \$25.00 per hour

About Chicano Federation

Rooted in our mission to cultivate opportunities and advocate for families and individuals in pursuit of a more equitable comunidad, the Chicano Federation has spent nearly 60 years strengthening and supporting communities across San Diego. Through our food and nutrition programs, early childhood education, workforce development initiatives, affordable housing, and comprehensive wrap-around services offered through our robust Community Resource Center in Barrio Logan, we remain committed to creating pathways for families and individuals to thrive.

Position Summary

We are seeking a service-driven individual to become an integral member of the Housing Department by providing direct assistance to residents, connecting them with resources, and fostering regular engagement through planned activities, meetings, and resident programs. This role will also serve as a point of contact for Chicano Federation clients seeking housing, helping connect individuals and families with available housing opportunities and external resources.

This position combines administrative responsibilities with field-based work and operates from our headquarters in North Park as well as throughout our affordable housing communities. The ideal candidate is organized, outgoing, and self-motivated, with a passion for working directly with people. They enjoy coordinating programs and services, building relationships, and supporting residents in ways that promote housing stability and community well-being. The ideal candidate will have experience in property management or real estate.

Core Competencies

Customer Service • Community Outreach • Program Coordination • Administrative Support • Event Planning • CRM Management • Resource Navigation • Volunteer Engagement • Teamwork

Key Responsibilities

- Provide administrative and project support to the Housing Department.
- Build and maintain positive relationships with residents, property management staff, and community partners.
- Conduct resident outreach, wellness check-ins, and needs assessments. housing opportunities and available resources.
- Coordinate resident meetings, educational workshops, events, and engagement activities.



- Maintain calendars, housing inventory records, outreach logs, CRM data, and program documentation.
- Track resident interactions and outcomes in internal systems.
- Assist with housing-related initiatives, resident communications, and special projects as assigned.
- Work in partnership with other internal departments as needed.
- Perform other duties as required.

Qualifications & Requirements

- High school diploma or equivalent required. Associate's or Bachelor's degree is preferred.
- Minimum two (2) years of relevant experience.
- Strong administrative and organizational skills with exceptional attention to detail.
- Excellent interpersonal and communication skills.
- Proficiency in Microsoft Office Suite, including Word, Excel, Outlook, and PowerPoint.
- Experience with CRM systems, databases, and electronic recordkeeping.
- Bilingual English/Spanish strongly preferred.
- Relevant lived experience or community involvement may be considered in lieu of formal education.
- Occasional evenings and weekends required.

Work Environment & Travel Requirements

This position is a combination of office-based and field-based work. Frequent travel between affordable housing communities, resident events, partner agencies, and Chicano Federation offices is required. Reliable transportation, a valid driver's license, and the ability to meet company insurance requirements are mandatory.

Acknowledgement

The Chicano Federation of San Diego County is an Equal Opportunity Employer. We are committed to fostering a diverse and inclusive workplace and encourage applications from all qualified individuals, regardless of race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, sexual orientation, gender identity or expression, physical or mental disability, political affiliation, or any other characteristic protected by federal, state, or local law.