



100 West 13th Avenue, Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411

Homes. People. Partnerships. Good. [www.homesforgood.org](http://www.homesforgood.org)



**Homes for Good is seeking a Resident Services Assistant to join our team!**

**RESIDENT SERVICES ASSISTANT**

**Posting # 08.04.2025**

**Salary: \$20.76 to \$27.81 per hour (\$43,180.80 to \$57,744.80 per year)**

**WHO WE ARE**

Homes for Good Housing Agency is a high performing public housing authority located in Eugene Oregon, servicing all of Lane County (4,600 sq. miles). The Agency's primary work is to help low-income Lane County residents access and maintain affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on racial justice, customer service, quality control, and compliance. Homes for Good is passionate about providing employees opportunities to maximize career growth while experiencing the personal satisfaction of working for a mission driven organization.

At Homes for Good, employees are supported and empowered by a collaborative culture that shapes how we work together with the common goal of providing essential housing services throughout Lane County.

Homes for Good is an equal opportunity employer, committed to Diversity, Equity & Inclusion throughout our organization and within our hiring and promotional practices. We endeavor to hire a workforce that is representative of the communities we serve, with an understanding that a diverse and inclusive staff will strengthen our Agency. All applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity or national origin.

**OUR SUPPORTIVE HOUSING**

Our Supportive Housing Division provides housing and supportive services directly to the people who need it most and our cross-functional team is dedicated to providing exceptional customer service while supporting our residents in achieving stability and success. The Supportive Housing Division consists of the Property Management, Maintenance, Resident Services, and Permanent Supportive Housing departments. Our combined programs help over 900 households increase stability, access to opportunity, and success in housing. The Resident Services and Permanent Supportive Housing departments works closely with residents to ensure that their basic needs are being met, provides community resources and referrals, eviction prevention, and supports and coordinates on-site programming such food programs.

**WHAT YOU WILL DO FOR OUR TEAM**

The Resident Services Assistant supports Homes for Good's mission supports Homes for Good's mission by working as a part of a cross-functional housing team by supporting, interacting and communicating with a resident population who may have special needs including mental or physical disability and/or substance abuse issues. This position answers and responds to resident concerns



and questions and works closely with building and security staff to ensure resident and community safety.

The Resident Services Assistant differs from the Resident Services Specialist, which has additional responsibilities to provide programmatic support to residents to increase self-sufficiency and/or support the ability to age in place.

This position will work onsite at one of our Permanent Supportive Housing sites as needed, including Bridges on Broadway and the Commons on MLK. This role will also help carry out some time-limited duties at Bridges on Broadway.

**The Commons on MLK** is a partnership between Lane County, Homes for Good, ShelterCare and Quantum Residential focused on providing permanent housing to 51 chronically homeless individuals who are part of the Frequent User System Engagement (FUSE) program for high service users.

**Bridges on Broadway** is a partnership with Lane County and Oregon Housing and Community Services focused on providing permanent housing to 56 chronically homeless individuals referred through Coordinated Entry. This project is under construction and will open in 2025.

### **DUTIES:**

*These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Act as customer service representative for assigned community; answering phone calls and welcoming visitors and walk-in guests.
- Support, interact and communicate with a resident population who may have special needs including mental or physical disabilities and/or substance abuse issues. Answers and responds to resident concerns and questions regarding safety, disturbances on site, noise or unauthorized guests or other issues impacting residents or the community.
- Work closely with supervisor and security staff to ensure resident and community safety. Routinely assesses building interiors, exteriors and perimeters and maintains shift and security logs and/or visitor check-in/out logs as needed.
- Checks rooms for cleanliness and readiness; coordinates vacate cleaning with maintenance team.
- Assists residents with dwelling access, responding to access requests due to lock outs.
- Respond to building system emergencies such as fire or emergency alarms, elevator and/or automatic door malfunctions, water leaks etc. Report emergency maintenance problems to maintenance staff.
- Perform light housekeeping duties for common areas, such as wiping down surfaces, removing garbage, and tidying common areas as needed.
- Print and distribute community flyers, notices, newsletters, forms and other information.
- Assist with program paperwork and updating participant information in tracking systems.
- Assist residents with maintenance service requests and work orders.
- Provides clerical and administrative support.
- Able to work evenings or weekends as needed.



- Perform related duties and assigned.

## **WHAT WE ARE LOOKING FOR**

We are interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we would encourage you to apply.

Please use your cover letter to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us at [hr@homesforgood.org](mailto:hr@homesforgood.org).

## **IDEAL QUALIFICATIONS:**

*The candidate will likely have knowledge and experience in the following areas:*

- Housing program eligibility rules, regulations, and guidelines.
- Principles and practices of customer service best practice and problem solving.
- Challenges, opportunities, and concerns of marginalized communities and/or people with disabilities and/or access needs.
- Best practices in crisis de-escalation and trauma informed care/service delivery.
- Some familiarity with operations, services, and activities of a building maintenance program.
- Modern office procedures, methods and equipment including computers and supporting internet, research, word processing and spreadsheet applications.
- Exemplify traits that reflect Homes for Good's culture including customer service orientation, cultural sensitivity, trust, and collaboration.
- Communicate effectively with various audiences, both orally and in writing.
- Understand, explain, and enforce Homes for Good's policy and property rules to ensure successful residency and a safe community.
- Identify community resources available to low-income residents.
- Become familiar with Oregon landlord/tenant law and pertinent Federal, State, and local laws, codes and regulations.
- Effectively deal with emergency situations.
- Remain calm under pressure.
- Self-reflect, recognizing signs of trauma exposure and communicating needs for support to supervisor.
- Operate a wide variety of office equipment, including computers and supporting internet, research, word processing and spreadsheet applications.
- Establish and maintain effective working relationships with residents, staff, community partners and other stakeholders.
- Work effectively with a diverse population of residents.

## **EXPERIENCE & TRAINING GUIDELINES:**

Any combination of experience and training that would provide the knowledge, skills, and abilities to perform the job is sufficient. Typical combinations of training and experience would be:



### **EXPERIENCE:**

One year of social services, crisis response, first responder, property management and/or customer service professional or volunteer experience, ideally in a social service setting.

### **TRAINING:**

Equivalent to the completion of a high school diploma.

### **LICENSE OR CERTIFICATE:**

While a valid State of Oregon driver's license and insurable driving record would allow the Resident Services Assistant to operate Homes for Good vehicles for Agency business, this position does not require a driver's license.

### **SUBSTITUTION:**

Any combination of experience and education on a year for year basis, up to a maximum of four years, providing social services, behavioral health, customer service in a nonprofit setting, or related experience, may be substituted for the education required provided that the knowledge, skills and abilities to perform the work has been demonstrated.

### **WHAT'S IN IT FOR YOU?**

**COMPENSATION:** The pay range for this position is **\$20.76 to \$27.81 per hour (\$43,180.80 to \$57,744.80 per year)** with a generous benefits package which includes paid health, dental and vision insurance for you and your family after one month of employment, along with life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

Homes for Good offers a family friendly environment with flexible scheduling options, generous paid time off (PTO) program starting at 20.67 hours per month and paid family leave. Hours will vary depending on the needs of staff and residents, and may include weekend or evening shifts.

### **BILINGUAL DIFFERENTIAL:**

This position is eligible for a bilingual differential of 5.7% upon passing a written and oral proficiency exam. Candidates who are bilingual in English and Spanish are preferred.

### **WE'RE THRILLED THAT YOU ARE CONSIDERING APPLYING FOR THIS POSITION!**

### **PLEASE READ THE DETAILS BELOW FOR INSTRUCTIONS ON HOW TO APPLY FOR THE ROLE**

### **APPLICATION PROCEDURE:**

[Click here](#) to complete an online application.

Applications will be reviewed for relevant experience, education, and training.



100 West 13th Avenue, Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411

Homes. People. Partnerships. Good. [www.homesforgood.org](http://www.homesforgood.org)



The best-qualified applicants may be invited to complete further testing, which may consist of any combination of written, oral, performance exercises and/or skills testing. Responses to supplemental questions are required if applicable.

**POSTING DATE: Monday, August 4, 2025**

**CLOSING DATE: Monday, August 18, 2025**

This position is represented by AFSCME Local 3267.

**Note:** *This is an equal opportunity employer and complies with State and Federal laws and regulations relating to the 1973 Rehabilitation Act, Section 504, and the 1990 Americans with Disabilities Act (ADA) and the 2009 Americans with Disabilities Act Amendment (ADAA). Homes for Good does not discriminate on the basis of disability status in the admission or access to its federally assisted programs or activities. Entrance Requirements: Homes for Good will establish or revise the entrance requirements of this position in order to provide a reasonable accommodation for a disability if doing so does not impose an undue hardship on the operation of the program. A reasonable accommodation may include, depending on the nature of the job duties, waiving the requirements for a physical examination and/or the requirement to possess or obtain a driver's license. It shall be the policy of Homes for Good to assist and encourage the employment of persons with disabilities who are able and qualified to perform the work for which they have made application.*

**Disclaimer:** *The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. This position specification is not an employment agreement or contract. Homes for Good has the exclusive right to alter this position specification at any time, without notice. This position specification is not an employment agreement or contract. Homes for Good has the exclusive right to alter this position specification at any time, without notice.*