



Job Title: Landlord Engagement Specialist, Full-Time

Reports To: Program Manager

Job Summary:

Landlord Engagement Specialist is responsible for building and maintaining relationships with landlords, actively recruiting them to participate in housing programs by providing available units for veterans seeking affordable housing, often working with organizations focused on housing assistance or homelessness prevention, by educating landlords about program benefits and addressing concerns to increase the pool of accessible rental options for veterans.

Responsibilities:

- Identifying and contacting potential landlords through cold calls, networking, and attending industry events to build a network of rental property owners willing to participate in housing programs.
- Providing landlords with comprehensive information regarding the housing program guidelines, tenant screening processes, rental assistance availability, and any specific requirements for participating.
- Maintaining consistent communication with landlords, addressing concerns promptly, and fostering positive partnerships to ensure long-term engagement.
- Negotiating lease agreements with landlords to secure available units that meet program eligibility criteria, including rent affordability and unit quality.
- Collaborating with case managers to identify suitable tenants for available units, facilitating communication between landlords and tenants during the application process.
- Acting as a mediator to address any tenant-landlord issues that may arise during tenancy, working to maintain positive relationships.
- Maintaining accurate records of landlord information, including contact details, property availability, and rental criteria in a database system.
- Developing strategies to promote the housing program to landlords, highlighting the benefits of participating and addressing potential concerns.

Required Skills and Qualifications:

- Excellent communication and interpersonal skills to build rapport with landlords
- Strong understanding of the local housing market, rental laws, and affordable housing regulations
- Ability to effectively present information and conduct training sessions for landlords

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- Proven track record of successful relationship building and negotiation skills
- Experience working with diverse populations and understanding of potential challenges faced by individuals seeking housing assistance
- Proficiency in data management and CRM tools

Competencies:

- Communication Proficiency
- Outreach & Recruitment
- Data Management
- Results Driven
- Ability to multi-task
- Relationship Building
- Dispute Resolution
- Team Player

Education:

Associate degree (preferred) or 2+ years of working in a human service setting (to include internship experiences).

Experience:

- Prior experiences working with an underserved population helpful (e.g., experience with mental health population, drug abuse counseling, life coaching, social work, etc.)
- Preferred 3+ years of professional work experience with building landlord/tenant relationships
- Experience working in an environment with high client volume
- Sensitivity to economic and sociological barriers
- Crisis de-escalation certification (Plus)
- BSW (Plus)

Requirements:

- Valid driver's license with 0 points
- Ability to be insured through company driver's policy
- Bilingual (English/Spanish) PLUS'