VACANCY ANNOUNCEMENT

Posting Date: October 26, 2026

Position Posted: Resident Initiative Coordinator

Posting Close Date: November 6, 2026

Resident Initiative Coordinator

The West Plains Housing Authority is seeking a qualified candidate to fill the part-time position of Resident Initiative Coordinator. Hours of work are 8:00-3:30, Monday through Thursday (28 hours per week). Eligible for paid time off and retirement plan. A complete job description is attached to this posting. Interested internal candidates should apply in person at 302 Walnut Street; West Plains, MO by Friday, November 6, 2026.

POSITION DESCRIPTION
RESIDENT INITIATIVE COORDINATOR

DATE: October 2026 **REVISED DATE:** N/A

REPORTS TO: Executive Director

POSITION SUMMARY: This position is responsible for work in coordinating community service programs with the needs of lower income families, the elderly, and the disabled. Calendars and newsletters are published on a monthly basis. This position involves moderately difficult and varied clerical work involving the use of general administrative skills. Regular routine assignments may be performed independently. Initiative and judgment may be utilized as experience is gained. Administrative tasks include receiving payments for rent and other resident charges and the preparation of appropriate paperwork, records, and reports. General office duties are performed, such as receiving phone calls with resident questions and submitting work orders. Work involves public contact and requires tact and courtesy in dealing with often trying situations. Decisions are made in accordance with established precedents and Authority policies. Unusual departures from established procedures are referred to a supervisor for decision.

ESSENTIAL FUNCTIONS:

1. Coordinates existing community resources and events operating in the developments; looks for opportunities to provide new resources and increase resident participation.

2. Contacts community agencies to implement resident services programs.

3. Organizes groups, classes, programs, etc. for residents and conducts/teaches them.

4. Plans with residents to provide resources for employment and training opportunities.

5. Completes newsletters and calendars for high rises and family units on a monthly basis; prepares signs and posting advertising resident events and programs.

6. Works with residents to resolve issues related to matters such as food stamp applications, Medicare/Medicaid issues, and other social services.

7. Provide administrative support, such as answering telephone and in-person inquiries for information or services; directs visitors to proper person and/or office; and receives in-person payments from residents for rent and other tenant charges.

8. Performs other reasonably related duties as assigned by supervisory personnel.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of community agencies serving the needs of lower income families and elderly or disabled individuals.

2. Ability to achieve rapport and establish effective communications with residents of diverse backgrounds and abilities.

3. Knowledge of office practices, procedures, equipment, and standard clerical techniques.

4. Ability to treat each caller or visitor with unfailing courtesy, consideration, and a professional attitude.

5. Skills in the use of a computer operating system, office copier, multi-line phone system, and other office machines.

6. Ability to make moderately complex computations with speed and accuracy.

7. Ability to understand and quickly and accurately follow written and oral instructions.

8. Ability to meet and deal tactfully and courteously with the public and maintain confidentiality with personal and sensitive information.

9. Ability to establish and maintain effective working relationships with co-workers and supervisory personnel.

EDUCATION AND EXPERIENCE:

1. High school diploma or equivalent; supplementation by vocational or college level courses is preferred.

2. Previous experience in social services or working with the relevant demographic is strongly preferred.

3. Previous experience in clerical work is required; one years' experience is preferred.

4. An equivalent combination of education and experience to meet the required knowledge, skills, and abilities.

SPECIAL REQUIREMENTS:

1. Possession of a valid State of Missouri motor vehicle operator's license, and insurable by the Authority insurance provider.

2. Criminal background check and pre-employment drug screen is required.

3. Applicants must be a minimum of 18 years old.