



The Promise Homes C O M P A N Y

Job Title: Resident Engagement Manager

Location: Atlanta, GA

Reports to: Chief Operating & Investment Officer

Revised: June 2018

Summary:

The firm is seeking a Resident Engagement Manager who will play an active role cultivating the relationship between Operation Hope, The Promise Homes Company and our residents. Specifically, Promise Homes is seeking an individual to work with the firm's assigned Operation Hope coach and our Resident Engagement team to improve marketing and outreach efforts with our residents. In this role, you will oversee the development, coordination and implementation of incentive programs and services geared to enhancing the quality of life for Promise Homes' residents. This individual will develop and maintain positive working relationships with community service providers to create a strong network of potential partners committed to improving the lives of our residents. As a rapidly growing company, this individual will have direct interaction with senior leadership and will be expected to work on projects across multiple company functions.

Essential Duties and Responsibilities:

- Work directly on improving resident engagement strategies, with a particular focus on our partnership with Operation HOPE
- Design additional resident engagement strategies, based on feedback from residents
- Provide group meeting forums in communities where TPHC has a concentration of homes
- Deliver timely monthly and quarterly reporting to TPHC team on progress within TPHC's various resident incentive programs (i.e. 700 Credit Score Club, EITC Program, Life Event Credit Program, etc.)
- Perform other duties as assigned

Qualifications:

- A relationship builder
- Responsive to a fast paced, deadline driven environment
- Capacity to work in a team-oriented, collaborative environment
- Excellent written and verbal communication skills
- Ability and desire to understand and respect various cultural attitudes and beliefs

Education/Experience:

- Bachelor's degree or similar higher education
- Working knowledge of Microsoft Office and a high degree of comfort with Microsoft Excel

This position description summarizes the main duties of the job. It neither prescribes nor restricts the exact tasks that may be required to carry out these duties. This document should not be construed in any way to represent a contract of employment. Management reserves the right to review and revise this document at any time.

THE PROMISE HOMES COMPANY

235 Peachtree Street NE, Suite 400
Atlanta, Georgia 30303

404-885-6678
thepromisehomescompany.com