



OFFICE & STEWARDSHIP MANAGER

JOB DESCRIPTION

The **Island Housing Trust (IHT)** is a non-profit community land trust and community development corporation on the Island of Martha's Vineyard, Massachusetts. This position is 32 – 40 hours per week and will provide Administrative and Stewardship support to the organization.

Primary Administrative Assistant Responsibilities (16 hours per week):

- Process all shipping and mailing for Island Housing Trust.
- Process invoices for payment; resolve discrepancies, mediate disputes, receive approval, attain signatures.
- Maintain organized files of all paid bills.
- Copy, Deposit, Scan, and Email (to bookkeeper) all Ground Lease and Rent Checks (Hanover House).
- Track the use of office supplies; order and pick-up when needed.
- Provide minor IT support, contact additional IT help when needed. Research office management software.
- Assist Comm. & Dev. Directors with events.
- Assist Exec., Comm., & Dev. Directors with Special Projects.

Primary Homeowner Stewardship Manager Responsibilities (16 hours per week):

- Organize community education and outreach regarding community land trust program.
- Facilitate regular communication with homeowners and renters (in partnership with Dukes County Regional Housing Authority – DCRHA) in an effort to increase community engagement.
- Coordinate marketing, homebuyer education, application, selection, and sale of homes with the DCRHA.
- Adhere to the Ground Lease Collection Fee Policy and Procedure.
- Send annual letter regarding maximum resale value and ground lease fee payments made to homeowners.
- Monitor ground lease agreements and fees
- Record monthly ground lease fee payments and send monthly statements to homeowners 60 days or more past due.
- Follow procedures for delinquencies greater than 60 days as outlined in the Ground Lease Fee Collection Policy and Procedure
- Maintain communication and provide assistance to Executive Director and homeowners/lessees, and homeowner associations regarding refinancing, home sales, post construction systems maintenance & repair.

- Manage computerized Salesforce database system for recordkeeping and reporting.
- Attend local municipal meetings when appropriate.
- Organize quarterly Stewardship Committee meetings.

Qualifications

MINIMUM JOB QUALIFICATIONS:

Associate's degree and/or administrative training/experience required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

Excellent written and verbal communications skills are necessary with a strong orientation to customer service. Superior organizational skills and the ability to manage a variety of fast-paced projects are important. Attention to detail is a must, along with the ability to think critically. Must possess a focused and self-starting attitude, the ability to work equally well independently as well as part of a team with a variety of personalities. The ability to prioritize work and balance long-term projects with day-to-day responsibilities is key. Must be able to confidently represent IHT when interacting and communicating with key leadership both internally and externally and demonstrate a strong understanding of, and commitment to, maintaining confidentiality of sensitive financial information. Solid computer skills and competency in Microsoft Office Suite products, **especially Excel**, is absolutely necessary.