



Opening doors to a better life

Community Outreach Specialist

Washington Management Services Recruitment Announcement

Posting Date:	03/14/2024
Closing Date:	Open Until Filled. <i>Applicants are encouraged to apply as soon as possible. Application review process will begin 3/21/2024.</i>
Salary Hiring Range:	\$82,128 to \$96,612 annually depending on qualifications.
Location:	1000 Second Avenue, Suite 2700, Seattle, WA 98104 Our office is located in downtown Seattle's Financial District on 2 nd Avenue and Spring Street and is within walking distance of Pike Place Market and Seattle's scenic waterfront.

**In addition to the salary posted above, this position is currently receiving an additional 5% premium pay due to the position being located in King County.

The Washington State Housing Finance Commission (WSHFC) is currently recruiting for a full-time, temporary **Community Outreach Specialist** position in the Asset Management & Compliance Division. The Community Outreach Specialist position plans, conducts, and oversees community engagement and marketing for divisional programs. The position engages communities affected by divisional programs and leads the development of policies around community outreach and inclusion in divisional programs. **This position is funded for three months but could be extended for longer.**

The Asset Management & Compliance Division is comprised of the Compliance Program, which monitors properties financed with low-income housing tax credits, tax-exempt bonds and other public funding. By working together with its partners, the Division ensures the long-term viability of affordable housing and ensures that federal laws and Commission Regulatory Agreements are followed. To achieve these objectives, the Asset Management and Compliance division employs a training, education, and technical assistance approach with owner and property manager partners.

The duty station for this position is Seattle, WA. The work associated with this position will be performed through a combination of teleworking and complemented with onsite work and meetings as needed. Employees must reside in Washington state and within a reasonable distance of our worksite to respond to workplace reporting requirements.

Special note: Approximately 20-30% of the position's tasks may be conducted at properties themselves, and at external stakeholder locations for meetings, conferences and presentations. Must be willing to travel overnight, work with a diverse work force and members of the community from diverse backgrounds, retain information that may be confidential, and work with angry or upset people.

Who we are:

The Commission is a market-driven and self-supporting state commission created to provide below-market rate financing for building, purchase and preservation of affordable housing, and non-profit capital facilities, and community services. To achieve its goals, the Commission functions as a financing conduit for developers, lenders, first-time home buyers, real estate professionals, beginning farmers and ranchers, and non-profit organizations to provide affordable financing for homes, rental housing, and cultural and social services facilities. Commission financing does not utilize or impact the state's credit.

We believe that creating a diverse, inclusive, and equitable environment is important and vital to the success of the Commission. We believe in working together to create an environment free from harassment and discrimination and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

Primary Duties and Responsibilities

In collaboration with the Division Director and team members, designs and executes community outreach and engagement initiatives targeting Black, Indigenous, and People of Color communities. The aim is to understand their experiences and requirements, thereby guiding the development and implementation of affordable housing compliance and monitoring strategies. These strategies and policies are designed to address historical injustices and current needs, aligning with the Commission's Racial Equity Strategic Plan.

Will design and manage projects aimed at increasing the accessibility of our resources by reducing barriers. Projects includes: Recenter program resources on the needs of residents of properties in our portfolio, with a particular focus on increasing accessibility and support for BIPOC residents. Update the language and content of WSHFC forms, applications, and other materials to address communication barriers among residents.

Conducts comprehensive research, data analysis, and facilitates focus groups comprising interested parties to gather insights informing the development of community outreach and engagement strategies. Utilizes these findings to guide the creation of materials, policies, and procedures that are tailored to address community needs and promote effective engagement.

Conducts thorough research on amendments in the federal tax code, state regulations, and overarching Commission policies to assess their implications on owners, operators, and stakeholders. Implements necessary procedures to ensure compliance and adaptation to these changes as mandated.

Develop and conduct bond and tax credit compliance training workshops throughout the state. Provide specific and general information to target audiences: owners, investors, management personnel, and other industry Interested parties.

Coordinate with other public funders such as City of Seattle, State Department of Commerce and other funding partners concerning monitoring and compliance requirements that may be contributing to barriers and regulatory burden to the community and find areas of collaboration to ease regulatory redundancies.

Work with division management, public funders, and other interested parties to identify potential solutions to get at-risk properties back on track. This may include conducting additional inspections, reviewing the project's financial information to identify income/expense discrepancies, and

recommending possible workouts. This may also include preparing Regulatory Agreement Amendments to record new or revised project requirements.

Collaborates with relevant WSHFC staff to assist in the establishment and maintenance of a Community Advisory Council. This council comprises paid representatives from diverse BIPOC backgrounds across the state, serving 1- or 2-year terms.

Required Education, Experience, and Competencies

Directly relevant experience can be substituted for a degree (minimum 4 years' equivalence)

Experience working with resident populations at affordable housing properties.

Demonstrated knowledge of policy, procedures, and applicable laws regarding the LIHTC and tax-exempt Bond programs.

Demonstrated knowledge of best practices in community engagement.

Use of professional judgment and analytical skills to manage multiple competing priorities using strong written and verbal communication, public speaking and negotiation.

Ability to communicate complex law and policy simply and effectively, both in a written form, and orally.

Ability to engage effectively to Commission interested parties.

Ability to work with diverse external parties who have highly varying experiences.

Demonstrated experience using databases, content/enterprise management solutions, and other technology solutions to produce data-driven, BI-focused reporting used to further business objectives and refine policies.

Experience in creation and implementation of an effective outreach and engagement strategy.

Demonstrated experience using Microsoft products, including Word, Excel, and PowerPoint.

Ability to negotiate in the best interests of the Commission and the public at large, which includes: the ability to think quickly; interpret policy, assess changing situations, the ability to think creatively; the ability to look for, and build consensus; the ability to be diplomatic; possession of the knowledge of when to be firm, and when to concede.

Preferred/Desired Education, Experience, and Competencies

Bachelor's degree in Communications, Marketing, Urban Planning, Finance, Real Estate, Public Policy or related field plus 3 years of relevant experience.

Experience with project management and related principles and tools.

Benefits

We offer a generous benefits package that includes a full array of family medical, dental, life and long-term disability insurance coverage; a state retirement plan; deferred compensation; 12 paid holidays;

paid vacation, sick and military leave; subsidized bus, train, or ferry passes; credit union memberships; alternate workweek schedules, and telecommuting.

Application Procedures

Interested applicants should apply by submitting a current resume, a complete list of three or more professional references, and a letter of interest specifically addressing the qualifications listed in this announcement by email (our preferred method), fax or postal service to:

Cindy Felker, Human Resources
Washington State Housing Finance Commission
1000 2nd Ave., Suite 2700
Seattle, WA 98104

Voice/Message: (206) 287-4402 OR 1-800-767-HOME

Fax: (206) 587-5113

E-mail: Cindy.felker@wshfc.org

Web Site: <http://www.wshfc.org>

Applicants are encouraged to apply as soon as possible. The recruitment process will remain open until filled; however, the review process will begin on March 21, 2024.

In addition, please complete the Applicant Profile Form posted on our website and submit with your application materials. **The completion of this form is voluntary.** Please include your name and preferred pronouns in your application to ensure we address you appropriately throughout the application process.

By submitting the application materials, you are indicating that all information is true and correct to the best of your knowledge. You understand that the Housing Finance Commission may verify information and that untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed. Only those individuals who clearly demonstrate the stated qualifications will be considered.

To qualify and receive veteran's preference, you must attach a copy of the discharge, DD214 or NGB Form 22, with your application materials. Please black out your social security number before submitting your form.

The Washington State Housing Finance Commission is committed to providing equal employment, job assignments and promotional opportunities to all qualified applicants and employees. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. We are committed to providing reasonable accommodation to all staff as needed. Women, black, Indigenous and people of color, persons with disabilities, persons over 40 years of age, all honorably discharged veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Cindy Felker at cindy.felker@wshfc.org, or at 206-287-4402.