

## **Position: Residential Housing Coordinator**

### **Basic Function of the Position:**

Incumbent is responsible for assisting the GSO with managing the warehouse, including monitoring annual inventories and assisting in the coordination of "make-readies." Assist in the search for adequate housing for incoming personnel. Writes occasional articles explaining housing or GSO related policies/procedures for distribution to mission personnel.

### **Major Duties and Responsibilities:**

Oversees the preparation of residences for new tenants, including coordination of the issuance and placement of furniture & appliances in residences. Ensures new homes are clean, safe and ready for occupants. Conducts a thorough walk-through to ensure appliances and telephones are hooked-up and working properly. Coordinates final cleaning of residences before occupancy.

Coordinates with Community Liaison Office to ensure social and office sponsors are carrying out their duties, filling in where needed to ensure a proper welcome for all new arrivals. Contacts each new arrival within two working days to ensure all basic requirements are met in their new residence and conducts follow-up if necessary. Meets with incoming personnel at their residence soon after arrival for housing orientation. Coordinates a walk-through with residential maintenance to show residents how to operate/shut off electricity, gas, water and how to use and clean distillers. Briefs new arrivals on inventory requirements and work orders request procedures. Shows location of safety items such as smoke alarms, fire extinguishers, etc. Answers follow-up questions about housing issues and coordinates any additional make-ready work.

Identifies furniture, furnishings, drapery, appliances and equipment in need of cleaning, repairing, renovation, or replacing. Monitors welcome kit maintenance, set-up usage and return. Assists with conduct of annual inventory taking and performs inventory spot checks. Establishes and maintains file information on Post housing pool, including photos and floor plans.

Tracks outgoing personnel in order to conduct/coordinate housing inspection and residential inventory, including recommending assessment of damages (furnishings, walls, floors, gardens, etc.) prior to employee's departure and reports findings to GSO Housing Officer.

Acts as informal customer advocate for ICASS customers and agencies by investigating complaints and seeking solutions to unresolved customer problems as directed by the

Supervisory General Services Officer (S/GSO). Writes occasional articles explaining housing or GSO-related policies/procedures for distribution to all Americans. Actively seeks ways to better communicate with customers and deliver more efficient and desirable services.