

101 E Market Street
Aberdeen, WA 98520

PROGRAM: Housing & Community Services
JOB CLASSIFICATION: Program Specialist

TITLE: Landlord Liaison
SALARY RANGE: \$27.19/hr - \$33.00/hr

DEPARTMENT: Housing & Community Services POSITION TYPE: Full-Time

IMMEDIATE SUPERVISOR: HCS Director

SUMMARY DESCRIPTION:

The Landlord Liaison serves as a key contact between CCAP and property owners/managers, working to develop and maintain positive relationships that create housing opportunities for our clients. Working within the Housing & Community Services team and under the direction of the Lead Landlord Liaison, this position participates in housing placement activities, landlord engagement, and program compliance monitoring. The position is responsible for maintaining strong partnerships with local landlords while ensuring all housing placements meet program guidelines and regulations.

The Landlord Liaison occasionally works irregular hours to accommodate landlord schedules and respond to urgent housing opportunities. While based at our main Aberdeen office, the position requires regular travel throughout Grays Harbor and Pacific Counties to meet with property owners and inspect units. This position will assist with annual compliance inspections, rental calculations, and income recertifications. Documentation and communication among staff is essential in this role.

The preferred candidate will have at least two years' professional experience in property management, real estate, or housing services, with demonstrated success in relationship building. CCAP strongly prefers candidates with relevant lived experience. A successful Landlord Liaison will work well within teams; demonstrate strong communication and problem-solving skills; maintain detailed documentation; and share the agency's commitment to excellent customer service, community partnership, and strong program outcomes.

FUNCTIONAL RESPONSIBILITIES:

1. Develops and maintains strong professional relationships with current and prospective landlords to expand housing opportunities for program participants.
2. Conducts regular outreach to local property owners and managers to build our network of housing partners.

3. Addresses landlord concerns promptly and professionally, serving as a mediator between tenants and property owners when necessary.
4. Creates and maintains detailed documentation of all landlord interactions, property availability, and partnership agreements.
5. Matches program participants with appropriate housing opportunities based on their needs, preferences, and eligibility.
6. Conducts property inspections to ensure units meet quality standards and program requirements.
7. Assists in lease negotiations and coordinates move-in processes.
8. Provides education to landlords about program requirements, fair housing laws, and available support services.
9. Maintains accurate records of available units, landlord partnerships, and placement outcomes.
10. Processes rental assistance payments and related documentation in accordance with program guidelines.
11. Collaborates with case managers and other team members to ensure coordinated support for program participants.
12. Represents agency positively in community meetings and housing-related forums.
13. Responds promptly to emails, calls and texts.
14. Maintains client confidentiality
15. Completes other duties as assigned by the lead landlord liaison.

CCAP Owned properties

1. Assists with timely collection of rents
2. Supports the completion of annual recertifications of residents as directed by the Lead Landlord Liaison.
3. Assists in maintaining organization of all CCAP owned properties and submits work orders to maintenance staff as needed.
4. Reports potential landlord-tenant law issues to the Lead Landlord Liaison.

MINIMUM QUALIFICATIONS:

1. Two years of successful full-time experience in property management, real estate, or housing services.
2. Understanding of local rental markets and housing regulations.
3. Ability to pass and maintain a background check.
4. Current WA Driver's License and auto insurance. A clear driving record is required.
5. Good written and oral communication skills.
6. CCAP may consider relevant lived experience as a substitute for educational degree or professional experience.

PREFERRED QUALIFICATIONS:

1. Experience working with housing assistance programs or social services.
2. Knowledge of fair housing laws and local tenant rights.
3. Bilingual - English/Spanish.
4. Experience with housing database systems.
5. Willingness to obtain property management certification or housing quality standards training.
6. Proficiency in utilizing the Homeless Management Information System (HMIS).
7. Training in Motivational Interviewing and Trauma-Informed Care.
8. Proficiency in Microsoft Office suite.
9. Other cultural competencies that enhance CCAP's capacity to engage and support diversity in client cultures and experience.

LOCATION/WORKING HOURS: While based at our main Aberdeen office, the position requires regular travel throughout Grays Harbor and Pacific Counties. Some evening and weekend work may be required for landlord meetings or housing events.

This position is subject to pre-employment drug testing.