



March 5, 2019

**Job Opening  
Program Manager  
Citizens' Housing and Planning Association**

Citizens' Housing and Planning Association (CHAPA) is the non-profit umbrella organization for affordable housing and community development activities in Massachusetts. Established in 1967, CHAPA has a diverse and active membership of more than 1,500 people and hundreds of organizations, including volunteers and professionals in the public, private, and non-profit sectors. CHAPA pursues its goals through advocacy with local, state, and federal officials; research; education and training; consensus building; and programs to expand rental and homeownership opportunities for low- and moderate-income residents. For more information, please visit [www.chapa.org](http://www.chapa.org)

**Job Description:**

CHAPA serves as a monitoring agent for numerous mixed-income housing developments in Massachusetts. We are seeking a Program Manager to assist low and moderate income individuals and families with the resale or refinance of their affordable homes. This includes working with the current owners to understand and carry out the resale/refinance process and certifying income-eligible applicants who want to purchase an affordable home. It also involves conducting site visits of several rental properties located throughout the state to certify the income eligibility of the tenants residing in the affordable units.

**CHAPA is seeking a Program Manager to carry out the following responsibilities:**

1. Provide information and referrals to individuals who own affordable homes, as well as those interested in purchasing these homes.
2. Review and process refinance requests from homeowners to determine whether they meet established criteria.
3. Coordinate the resale of affordable homeownership units. (CHAPA subcontracts the specific tasks involved in reselling the units with consultants who work directly with the individual seller and prospective new purchaser. The Program manager oversees their efforts.)
4. Maintain a database of homeowners who have purchased affordable units. Obtain executed deed riders from the closing attorneys after the units have been closed.
5. Conduct income certifications of prospective buyers for affordable units, and review income certifications of tenants residing in affordable units.

This position will report to the Programs Director.

**Qualifications:**

- Excellent written and oral communication skills
- Strong attention to detail
- Ability to multi-task and work independently
- Support of and enthusiasm for CHAPA's mission, including sensitivity to the needs of families and individuals with lower incomes
- Familiarity with the home buying and selling process and working with stakeholders in the real estate industry helpful
- 2-3 years relevant work experience preferred

It is not necessary to have direct monitoring experience, as we will train the Program Manager. The position would be well-suited to someone looking to access an entry point into the housing and community development field, as well as someone with more related experience.

**Salary:** The salary is commensurate with experience. CHAPA also provides a generous package of benefits including vacation and sick time, health insurance, short-term disability insurance, life insurance, and retirement benefits.

**To apply:** Email resume and cover letter to Karen Wiener, Chief Operating Officer, [kwiener@chapa.org](mailto:kwiener@chapa.org). ***The deadline is March 29, 2019.***

CHAPA is an equal opportunity employer; we value diversity and encourage individuals of various backgrounds to apply.