



1640-B East 2<sup>nd</sup> St., Suite 150 • Austin, TX 78702  
(512) 474-7007 • (512) 474-0197 fax • [www.housing-rights.org](http://www.housing-rights.org)

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Austin Tenants' Council  
Landlord-Tenant Team Supervisor

### **Who we are**

At Austin Tenants' Council, we believe that that everyone has a right to safe, decent, fair, and affordable housing. Our programs focus on housing discrimination, tenant-landlord education and resources, and rental housing repair and rehabilitation. For more information on us, visit [housing-rights.org](http://housing-rights.org).

The Landlord-Tenant department of Austin Tenants' Council is focused on providing counseling and mediation services to tenants and landlords.

### **Who we're looking for**

Austin Tenants' Council is looking for a highly motivated and qualified Landlord-Tenant Team Supervisor. The Landlord-Tenant Team Supervisor is responsible for ensuring that the 4-8 staff advocates working in the landlord-tenant team are trained, motivated, and supported, so that every client who enters our agency receives the highest level of service and support. Working in conjunction with the agency leadership team, the Landlord-Tenant Team Supervisor reports to the Executive Director.

### **What you'll do**

- Oversee the daily operations of the department services, including telephone counseling, online counseling in-office counseling, repair mediation, emergency mediation and debt negotiation services. Participate in developing systems, policies, and infrastructure that ensure efficient provision of high-quality services.
- Supervise and support the department staff, including staff scheduling, training, support, troubleshooting, evaluation, and case management support. Handle client issues and manage for long-term prevention and resolution.
- Lead the departmental community outreach efforts, including developing materials, making contacts, and delegating to staff. Work closely with the leadership team to be actively involved in agency outreach and communications.
- Monitor and report on progress toward service goals.

### **What you'll bring**

- Bachelor's degree or equivalent relevant work experience
- 2+ years of experience managing staff or teams, ability to motivate and lead teams to their highest potential
- Knowledgeable and enthusiastic about tenants rights and housing issues
- Positive, focused, and prepared to lead through organizational growth and change
- Deep respect for diversity, equity, and social justice
- Graceful under pressure, excellent multi-tasking, exceptional time management



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**What we'll bring:**

- Full-time, exempt salaried position starting at \$44,000 per year
- Complete benefits package including paid time off, health/dental/vision/life insurance, and retirement contribution plan
- Flexible work schedule, good work-life balance, and respectful and team-oriented culture

**To Apply**

Submit a resume and a cover letter describing your qualifications and interest to [employment@housing-rights.org](mailto:employment@housing-rights.org) by August 11, 2017.

Austin Tenants' Council is an equal opportunity employer and will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, gender identity, age, religion, veteran status, disability, or sexual orientation.