

**BOSTON HOUSING AUTHORITY  
JOB DESCRIPTION**

**Job Title:** Integrated Pest Management (IPM) Tenant Coordinator (TC)

**Union:**

**Last Revised:** 1/21/10

**Grade:** 3 – Part Time

**Pay scale:** \$12.50/hour

**Department:** Operations

**FLSA Status:**

**GENERAL DESCRIPTION:**

Under the supervision of the Housing Manager, the Tenant Coordinator is an integral part of the IPM team which consists of Management, Maintenance, Pest Management Professionals (PMP), and the Residents. The TC will ensure timely access to apartments for IPM services and act as a peer educator when required.

**DUTIES AND RESPONSIBILITIES:**

- Assist the IPM team with planning and scheduling of IPM services.
- Provides advance notice to tenants of scheduled services to be performed via dissemination of flyers or other appropriate means of communication.
- Notifies and/or demonstrates to tenants their responsibilities to clean and prepare for the IPM services.
- Coordinates and oversees access to units.
- Responds to tenant inquiries about services to be performed. Describes to tenants basic pests and their behaviors to help empower residents to join the IPM team and do their part to eliminate pests in their homes.
- Notifies the Housing Manager of potential problems that may hinder access to units or the progress of the focus units (apartments identified as having pest(s) infestations or conditions conducive to support pests).
- Must become knowledgeable about IPM contract specifications and scope of services to be performed by the PMP and responsibilities of the other members of the IPM team.
- Monitors services provided by the PMP in apartments, common areas, shops, utility rooms and offices and reports any issues to the Manager.
- Must have attended the National Center for Healthy Housing training, “IPM in Multi-family Housing”, or scheduled to attend within the first six months of the contract period.
- Must have good written and verbal communication skills. Will be required to submit written reports to the Manager. Organize and review the PMP’s service records for follow up.
- Must be willing to identify behaviors of the tenants contributing to pest problems and provide training through verbal communication and written literature to improve the infestation over time. Must identify and report to the Manager all tenant behaviors contributing to the pest infestation.
- Must identify and report maintenance problems contributing to pest populations for repair.
- Must be available to attend meetings with the IPM team during regular working hours and evenings if requested by the Manager.
- Performs other related duties as required.

**MINIMUM QUALIFICATIONS AND EXPERIENCE:**

Must be a BHA tenant. A high school diploma or GED is required. Several years of experience working with public housing organizations are preferred. It is essential to have the ability to interface with tenants as well as BHA staff and maintain confidentiality. Good organizational capabilities and the ability to work with a minimum of supervision are also required. Bi-lingual is preferred.