

Partner Success Manager

September 2023



[Housing Navigator Massachusetts, Inc.](#) develops technology that promotes housing equity and data that brings transparency to affordable housing throughout Massachusetts. We are a 501(c)(3) founded in 2019.

Our first-in-Massachusetts product– a simplified, user-focused housing search tool –launched in August 2021. Over 100,000 people accessed the site in the first year. We are constantly enhancing our service, hosting more users (now 30,000+/month), adding listings, and working to improve access to affordable housing at a systemic level. We partner with the public sector, housing owners, housing advocates, and technology leaders. In addition to this role, our team includes 6 FTEs based in Cambridge, MA.

Why This Job Is Important to Housing Navigator MA

Our tool is successful when we can connect our users to good, clearly communicated information on housing options and availability. This role advances our existing partnerships with a substantial pool of housing owners, managers, and agencies across the state, whose engagement with our tool drives the reliable listings our users depend on. Benefitting from the last three years of launch engagement and outreach, this position ensures our connections last for years to come.

Position Summary

In this role, you will apply analytical and relational skills to advance our external relationships with the owners and managers who input information into our tool as well as our internal data processes, all to ensure the integrity and freshness of our property listings. This opportunity would best suit someone with strategic relationship building acumen, detail orientation, and excitement for Housing Navigator MA's mission.

What you'll do

- Delight in building effective owner engagement and adoption with our tools
- Build strategic relationships with property owners/managers. Manage ongoing relationship development with large owners and managers to ensure high engagement and satisfaction in the tool, collaborating with the Navigator Adoption Coordinator and Product team as appropriate to better respond to owner / manager needs and build Housing Navigator MA's brand
- Build and maintain relationships with other sources for property information, including municipal contacts and public agencies
- Supervise the Partner Success team and manage workflow, including at least one Navigator Adoption Coordinator
- Own the implementation of our data collection, documentation, and maintenance strategy

- Design strategies and processes (such as engagement or training) to best import new data as it may become available
- Compile, vet, and verify datasets for internal and external use
- Manage external consultants and contract staff as needed, supporting their data or data interpretation needs
- Collaborate on written materials for marketing, brand development, owner education, etc.
- Maintain best practices and train the team on repeatable processes to collect and maintain high-quality data

Qualifications

- 3+ years of relevant full-time professional experience which could be in a variety of roles and sectors such as customer success or onboarding: housing leasing, marketing, or compliance; data management or analysis
- Strong “people” skills, with a proven track record of forming and maintaining effective professional relationships that drive outcomes for the organization. Problem-solving, strategic, and empathetic.
- Care as much about the details as you do about the big picture
- Excitement for developing new strategies to deepen property owner and manager engagement with the tool
- Strong oral and written communications skills
- BA or MA degree
- Fluency in Google Sheets/Excel
- Experience applying an equity lens to data and full commitment to ethical data use
- Strong project management experience and team leadership skills with a commitment to enhancing a team culture of inclusion, belonging and equity
- Ability to manage sound data collection practices and quality control checks

The following would be considered a plus for your candidacy though not required:

- Experience with public interest technology or property management software
- Experience with the tools we now use: Google Analytics, SQL, Tableau
- Familiarity with affordable housing development or management/compliance

Salary range: \$80,000-\$95,000 with benefits. Years of relevant experience and leadership will determine the salary offered.

Start date: November 2023

We offer a hybrid work environment (two days a week in the office/three remote). You must be able to commute for those two days (currently Monday and Wednesday) to our offices in Kendall Square, Cambridge, MA. This role will additionally require occasional travel within Massachusetts and some in-person work days other than Monday and Wednesday in order to

meet with owners/managers, attend industry events, and meet with team members.

Housing Navigator MA is committed to a diverse, inclusive environment in housing and its contracting. All qualified applicants will receive consideration without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

To apply, email info@housingnavigatorma.org with your resume and additionally let us know why you're excited about the role & what makes you a good fit. Please indicate in the subject line that you're applying for the Partner Success Manager position.