



## ***Job Description***

**Position Title:** Occupancy Specialist I

**Date:** February 2026

**Reports To:** Compliance Manager

**FLSA Classification:** Nonexempt

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### **BACKGROUND**

2Life Communities provides superior housing to older adults of all backgrounds who can thrive independently within a supportive environment. We are a mission-driven organization with a vision whereby all older adults have the opportunity to ***age in community*** – to live a full life of connection and purpose in a dynamic and supportive environment. We are continually evolving support services to meet the needs of our diverse residents as they age. We offer care coordination, service coordination, and a wide array of wellness, cultural, and other activities. We partner with health care providers to identify innovative ways to support residents' health and well-being, and we engage with the broader community through our Village Center program.

2Life owns and operates over 1,300 units of affordable rental housing located within six campuses in metropolitan Boston. With another 210 apartments under construction and more in planning, we expect to add another 600-700 units within the next several years as we complete projects in operational planning and construction phases. We continue to pursue other development opportunities. We anticipate continued growth in the size of our portfolio, the geography in which we operate, and the diversity of our residents in terms of race, ethnicity, income levels, and need for supportive services.

### **GENERAL SUMMARY**

The Occupancy Specialist I position serves as an essential link between property management, resident services, and a culturally and linguistically diverse resident community. This is a highly people-facing role primarily focused on compliance, occupancy, and leasing activities, while also providing administrative support to other site functions as needed.

### **ESSENTIAL JOB FUNCTIONS**

- HUD and LIHTC Recertification Processing: Schedule, interview, and recertify current residents in a timely manner in accordance with program requirements.
- File Management: Maintain complete, accurate, and audit-ready resident files.
- Waitlist Management: Contact waitlist applicants, schedule and conduct tours, and regularly update waitlist records.
- Complete move-in and move-out certifications and related processing.

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- Provide assistance to residents and applicants with required forms and verification processes, as needed.
- Process and follow up on resident rent payments and related documentation.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Assist in large programs and events as needed

### **PREPARATION, KNOWLEDGE, SKILLS & ABILITIES**

- Minimum of one (1) year of experience in property management, preferably in affordable housing or residential communities.
- Proficiency in Google Workspace(Docs, Sheets, Drive, Gmail, Calender), and MS Excel. Experience with, or the ability to quickly learn, property management, waitlist, database, and compliance software; experience with Yardi is a plus.
- Strong organizational skills and attention to detail.
- Strong interpersonal and communication skills; ability to work independently with minimal supervision while also collaborating effectively with team members.
- Ability to prioritize workload to meet deadlines.
- Bilingual in English/Russian or English/Chinese preferred.
- Ability to maintain confidentiality and handle sensitive information professionally.
- Comfortable working with a diverse population, primarily seniors, in a residential setting; prior experience preferred.
- COS, LIHTC, and Fair Housing experience preferred; willingness to obtain required certifications with employer-provided training.

***The above statements intend to describe the general nature and level of work performed by people assigned to do this job. The above does not intend to be an exhaustive list of all responsibilities and duties required.***

***We desire to build and cultivate an inclusive environment that brings together a diverse workforce with unique experiences, backgrounds, talents, and perspectives.***

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

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