



## **TENANT ADVOCATE**

City of Cambridge, Maryland

**Classification :** Exempt

**Pay Grade:** 09

**Pay Range:** \$59,225-\$73,000

**Benefits Summary:** This is a full-time, benefited position with health insurance, a public pension, 13 paid holidays annually, vacation, sick leave, and more.

**Job Summary:** This position will work to inform residents of Cambridge of their tenants' rights and coordinate outreach efforts. This position will also work across divisions to ensure policies and city services meet the needs of residents in rental housing. This position reports to the Housing Programs Manager.

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### **POSITION DESCRIPTION**

Assignments will change regularly. The Tenant Advocate will develop outreach materials and best practices to introduce residents to available resources and service providers. These tasks could include:

- Partnering with other city divisions to distribute the Maryland Tenant's Bill of Rights as part of the non-owner-occupied registration process.
- Compile and distribute a Tenant Resource List, with information about organizations that offer tenant services.
- Create ongoing promotional efforts, produce flyers and initiate outreach events.
- Work with code enforcement to communicate and schedule interior inspections.
- Work with tenant organizations to develop regular standing meetings to discuss living standards and challenges in multi-family communities.
- Develop an emergency and housing relocation program.
- Update resources on the City of Cambridge website.

### **MINIMUM QUALIFICATIONS:**

- A bachelor's degree from an accredited college or university, or six to eight years applicable experience in a career that required case management or delivery of resident services.
- At least two years of experience in program administration or community-based services preferred.
- Professional experience with Fair Housing, civil rights, or diversity, equity and inclusion standards preferred.
- Bilingual candidates (Spanish-English) preferred.

- Candidates with experience as a paralegal or Landlord-Tenant Law will be strongly considered.
- Knowledge of personal computers, Microsoft products (Word, Excel) and/or other common programs.
- Knowledge of office practices, procedures, and equipment.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with other employees and the general public.

### **WORKING CONDITIONS:**

Work is performed in a dynamic environment that requires the need to be sensitive to change and responsive to changing goals, priorities, and needs.

- Requires cardiovascular fitness to walk across properties, up and down flights of stairs daily at various locations and over varying terrain.
- Requires sufficient ambulatory ability to move about the office and outdoor field locations and to bend, stoop, reach, and climb.
- Requires the ability to alternatively sit and stand for sustained periods of time.
- Requires near and far visual acuity to read reports, printed material, computer screens, observe moving objects, and observe physical layouts.
- Requires manual and finger dexterity as well as hand-eye coordination to write and to operate computers and other office equipment.
- Requires the ability to hear and communicate verbally.
- Requires the ability to lift and carry light objects not expected to exceed 20 pounds.

The above job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

### **LICENSE:**

Possession of or ability to obtain a valid "Class C" Maryland driver's license. Driver's License is to be in good standing and acceptable by the City of Cambridge's insurance company.

### **PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting.

### **PROBATIONARY PERIOD:**

All City of Cambridge employees are subject to a one (1) year probationary period provision as specified in the employee handbook. Probationary, temporary, provisional, and seasonal employees serve at the pleasure of the City and are "At-Will."

### **OTHER:**

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Reasonable accommodation may be requested to enable qualified individuals with disabilities to perform the essential functions of this job.

I, \_\_\_\_\_, understand the job duties and  
(Print Name)

responsibilities. I can perform these job duties and requirements without a need of reasonable accommodation.

I, \_\_\_\_\_, understand the job duties and  
(Print Name)

responsibilities. I can perform these job duties and requirements with the following reasonable accommodations detailed below on the next page.

**Requested Reasonable Accommodations:** *(Please attach if requesting)*

\_\_\_\_\_  
Signature of Position Holder

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Human Resources

\_\_\_\_\_  
Date

Classification Established: November 25, 1996

Revised: June 17, 2025