JOB ANNOUNCEMENT

POSITION: Resident Services Specialist position

SALARY RANGE: $16.00 - $18.00 per hour

REPORTS TO: Resident Services Supervisor

SUPERVISES: None

LOCATION: Nespelem, WA

BASIC FUNCTIONS: The Resident Services Specialist is responsible for advocating and assisting residents in meeting their obligation with housing so that they comply with all applicable policies, procedures, and applicable federal regulations. This involves one-on-one counseling and education regarding housing program requirements, lease compliance, early intervention, home cleaning, inspections, referrals, training, and other obligations associated with renting or owning a home. Also performs other duties as assigned.

MINIMUM QUALIFICATIONS: High School diploma or GED, plus two years of responsible work experience in administrative office setting and/or social service related field. Proficiency in Microsoft office applications, including MS Word, MS Excel, and Outlook. Must possess excellent written and oral communication skills, with experience that shows a high degree of interpersonal skills working with staff, residents, and the general public.

SPECIAL REQUIREMENTS: Must possess a valid Washington State Driver’s License and must be eligibility for vehicle insurance. Must be able to drive in adverse weather conditions. Must be able to lift up to 25 lbs., sit and/or stand for long periods at a time. Must successfully clear an extensive Criminal Background Inquiry and pre-employment drug screen.

CLOSING DATE: Open until filled – First review March 19, 2019

Applications and supporting documentation MUST be received by Tuesday, March 19, 2019 by 3:00 pm.

INFORMATION: Colville Indian Housing Authority
Attention: Tauni Marchand
P.O. Box 528
Nespelem, WA 99155
(509) 634-2160
tauni.marchand@colvilletribes.com

For a copy of the full job description and application please visit: www.colvilleiha.org

Indian Preference will apply; preference will also be given to honorable discharged veterans who are minimally qualified.

Advertised 03/05/2019
JOB DESCRIPTION

POSITION: Resident Services Specialist

PURPOSE OF POSITION: To perform duties associated with rental and homeowner agreements for Low Rent, NAHASDA, Low Income Housing Tax Credit, Mutual Help, and other programs or projects managed by CIHA, ensuring CIHA policies, procedures and applicable federal regulations are met.

REPORTS TO: Resident Services Supervisor

SUPERVISES: None

STATUS: Non-exempt

PAY RANGE: $16.00 - $18.00 per hour

LOCATION: 2 positions in Nespelem, 1 position in Inchelium, and 2 positions in Omak

DUTIES AND RESPONSIBILITIES:
The Resident Services Specialist is responsible for advocating and assisting residents in meeting their obligations with housing so that they comply with all applicable policies, procedures, and applicable federal regulations. This involves one-on-one counseling and education regarding housing program requirements, lease compliance, early intervention, home cleaning, inspections, referrals, training, and other obligations associated with renting or owning a home. Also performs other duties as assigned. Specific duties include, but are not limited to:

Prepare lease agreements, conduct move-in orientation, counsels tenants/homebuyers on their responsibility regarding lease/homebuyer agreements, and conducts move-in inspections of all units prior to occupancy.

Calculates rental/monthly payments via computer system based on tenant’s income, established policies and procedures and federal regulations.

Understands how to read HDS tenant accounts receivable ledgers, and counsel’s tenants regarding concerns with their balance pertaining to rent changes.

Conduct and review annual inspections to ensure tenant/homebuyer compliance with lease/homebuyer agreement, and ensure follow-up on inspections are completed. Submits work orders to Maintenance Department when units need repairs.

Ensures all inspections are scheduled, performed, reported and entered into computer database in a timely manner.
Ensures re-certifications for assigned units are requested, processed and completed in a timely manner.

Conduct warranty inspection of completed work during warranty period on new construction, as needed.

Advise tenants/homebuyers of deficiencies in compliance and/or housekeeping, develops an action plan for correction and sets deadline for such correction in accordance with established policies and procedures, and follow-up as needed.

Address complaints and/or disputes involving tenant/homebuyers and respond and/or recommend follow-up actions.

Maintain accurate reports and records of all tenant/homebuyer agreements.

Scans, enters new tenant records and retrieves documents via Records Management electronic tenant database, ensuring all required and necessary data is in files.

Provide backup and relief to front office, greeting visitors, answering phones, and taking payments, as needed.

Travel is required to all CIHA managed sites in all districts on the CCT reservation.

**SUPERVISORY RELATIONSHIPS:**
The Resident Services Specialist reports to and receives direction from the Resident Services Supervisor. He/she is expected to carry out his/her responsibilities in a professional and businesslike manner and in accordance with CIHA policies and federal program requirements. Supervision is not a normal function of this position.

**MINIMUM QUALIFICATIONS:**
High School diploma or GED, plus two years of responsible work experience in administrative office setting and/or social service related field. Proficiency in Microsoft Office, including Excel spreadsheet programs, Word documents and Outlook. Must possess excellent written and oral communication skills, with experience that shows a high degree of interpersonal skills working with staff, residents and the general public.

**KNOWLEDGE, SKILLS AND ABILITIES:**
Knowledge and understanding of applications of Tribal Code, Federal Regulations, lease agreements, policies and procedures as it pertains to the Resident Services Department.

Ability to research for continued self-education in Low Rent, Mutual Help, NAHASDA, and Tax Credit Housing.

Must understand the need for confidentiality and demonstrate same.

Ability to establish and maintain good rapport with the general public, especially residents and co-workers.

Ability to communicate effectively and clearly both verbally and in writing, including in occasional public meetings.

Ability to use Mobile phone and/or iPad, digital camera and hand held video camera.

Ability to be a self-starter without the need for close supervision.

Ability to organize and have good follow-up skills.
Ability to manage conflict under difficult situations.

Knowledge of and experience working with community agencies serving low and middle income families.

Ability to work harmoniously with others.

Ability to work individually and as part of a team to achieve planned goals and objectives.

**SPECIAL REQUIREMENTS:**
Must possess a valid Washington State Driver’s license and must be eligible for vehicle insurance.

Must be able to drive in adverse weather conditions.

Must be able to lift up to 25 lbs., sit and/or stand for long periods at a time.

Must successfully clear an extensive Criminal Background Inquiry and pre-employment drug screen.

Employee Signature: ____________________________ Date: ____________________________

Resident Services Supervisor Signature: ____________________________ Date: ____________________________