

Northern Cheyenne Tribal Housing Authority

JOB ANNOUNCEMENT

(1st advertisement)

Job Title: Resident Services Specialist
Supervision: Occupancy Division Manager
Opening date: August 28, 2017
Closing date: September 11, 2017 at 5:00 pm
Salary: DOE

Probationary Period: Required to successfully complete a 90-day probationary period

Primary Function: The primary function of this position is to handle a wide variety of administrative duties related to Low Rent housing within the Occupancy Department. The incumbent exercises considerable independent judgement when performing these duties. General supervision is received from the Occupancy Division Manager.

Primary Duties:

1. Assist residents/tenants over the phone and/or in person on all issues regarding their low-rent units.
2. Work closely with the Maintenance Department on all issues including vacancies, work orders, inspections, emergencies, fire losses, move-ins and move-outs.
3. Assist tenants with various housing problems, maintenance requests, and rent payments.
4. Work with delinquent tenants to establish and enforce special payment agreements and establishes and tracts payback agreements for various charges to their accounts.
5. Assist in establishing and maintaining communications with tenants in assigned districts and tribal, state, and federal social services agencies regarding housing issues.
6. Act as a liaison between NCTHA and tenants; acting as an advocate for the tenants on issue with housing.
7. Assists the NCTHA Compliance Officer by providing pertinent information for terminations of Dwelling Leases including evicting tenants for violations of their Agreements.
8. Participates as a team member of the Housing Division attending and conducting various tenant meetings and training sessions.
9. Insures Tenant Files are accurate and Audit Ready
10. Other duties as assigned

Knowledge, Skills and Abilities:

1. Knowledge of Low Income and Rental housing
2. Skill in the preparation of various letters and memoranda, using correct spelling, grammar and punctuation.
3. Skill in personal computer/software, including Microsoft Office applications.

4. Ability to work independently with a high degree of accuracy and attention to detail with frequent interruptions and constantly changing deadlines and priorities.
5. Ability to read, interpret and apply policies, regulations and procedures.
6. Ability to communicate effectively both verbally and in writing with the public and other employees with courtesy, tact and good judgment.

Minimum Qualifications:

1. Applicant must have at least two (2) years of experience in working with the public
2. Must have a working knowledge of computers and accounting software.
3. Must have a High School diploma or G.E.D. equivalency. A combination of years of experience from current and different jobs will be considered in lieu of a High School Diploma or G.E.D.
4. Must be willing to travel and attend employment related training.
5. Must possess a valid Driver's license.

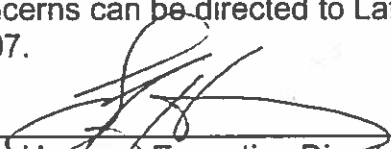
The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. However, they should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.

Independent judgment is exercised in all areas of this position and work is performed with little or no supervision. Incumbent is responsible for performing duties in compliance with applicable and established local, tribal, state and federal laws, rules and regulations, and the policies and procedures of the Northern Cheyenne Tribal Housing Authority, without constant monitoring by a Supervisor.

This is a Non-exempt position - Under Section 13(a) of the Fair Labor Standards Act an employee performing the duties of this position is entitled to overtime compensation and must be paid for all time worked in excess of 40 hours in one week (Hours and work week established by NCTHA policy).

APPLICANTS MUST INCLUDE COPIES OF THE FOLLOWING IN A RESUME' ALONG WITH A JOB APPLICATION: TRIBAL ENROLLMENT, DRIVER'S LICENSE, DRIVING RECORD AND A SIGNED DRUG AND ALCOHOL SCREENING CONSENT FORM TO BE CONSIDERED FOR EMPLOYMENT.

Completed applications are due to the NCTHA Main office by **5:00 p.m. on September 11, 2017**. Late, faxed, and incomplete applications will not be considered. Questions and concerns can be directed to Lafe Haugen, NCTHA Executive Director, at 477-6419, ext. 4307.



Lafe Haugen, Executive Director
Northern Cheyenne Tribal Housing Authority

8.28.17
Date