



Umatilla Reservation Housing Authority
51 Umatilla Loop, Pendleton, OR 97801
541-276-7544(o) • 541-276-7255(f) • 1-888-482-4641

UMATILLA RESERVATION HOUSING AUTHORITY

JOB DESCRIPTION

Job Position: Resident Services Coordinator (**two positions**)
Supervisor: Resident Services/Compliance Manager
Supervises: None
Employer: Umatilla Reservation Housing Authority
Salary Range: \$2,454.58 - \$3,862.80 per month, DOE/DOQ
Status: Full Time Employee @ 37.5 hours per week with benefits
Opening Date: August 16, 2010
Closing Date: August 25, 2010, or until filled with qualified applicant.

PROGRAM RESPONSIBILITIES

Under general supervision the Resident Services Coordinator is responsible to assist with all duties related to Admissions and Occupancy and will schedule application appointments; take housing applications; certify eligibility; maintain the waiting list according to URHA policies; update the waiting list monthly; send notices to all applicants regarding their status on the waiting list; and provide information to all interested applicants. The Coordinator will work with other resident services staff on developing innovative strategies to meet occupancy into rental units. Coordinator will be responsible for collecting monies on Mutual Help homes. Coordinator will also process inspection work orders and work closely with maintenance department to follow up on the work orders to assure that the tenant's needs are being served.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

The following represent the major essential and secondary duties of the position. However, they are not intended to be all inclusive. The Housing Authority reserves the right to change, reassign, or combine job duties at any time.

ESSENTIAL JOB FUNCTIONS:

1. Admissions & Occupancy.

- Assist applicants in completing applications, leases and other forms.
- Interview applicants and gather information to determine eligibility or ineligibility and

assignment of units for all programs based on appropriate Tribal, State and Federal regulations and URHA's policies.

- Outlines program eligibility and requirements.
 - Maintain accurate files, records, and retrieve information from records as requested. Make required notations to applicant and participant/resident files.
 - Assure healthy waiting lists by networking with community agencies and maintaining ethics and compliance to community members.
 - Provide regular reporting to the Resident Services/Compliance Manager for the Housing Director and Board of Commissioners.
 - Complete leases and related duties including calculating rents for move-ins, interim re-certifications, annual re-certifications, and change of units when needed.
 - Receive and enter applications onto appropriate waiting list, explain waiting list procedures with applicants and updates waiting list monthly.
 - Provide specific administrative support to Resident Services.
 - Prepare letters and information packets for mailing.
 - Schedule appointments for applicants, program participants and residents.
 - Certify applicant income, assets, and family composition.
 - Review HUD policy changes and updates and recommend changes in URHA policies or procedures to keep Housing Authority in compliance.
 - Represent Housing Authority in court as necessary.
 - Brief Resident Service/Compliance Manager and other Resident Services co-workers and Housing Director of any suspicion of program abuse and fraud.
2. Participate in program development for resident initiatives and family self sufficiency.
 - Show available rentals to prospective tenants when needed.
 - Conduct move-in inspections and complete condition checklist when needed.
 - Link emergency housing services to tenants or other potential tenants.
 3. Provide back-up/relief coverage to the front desk.
 4. Maintain professional and technical knowledge by attending educational workshops approved by Director; reviewing professional publications; establishing personal networks.
 - Distributes information about URHA programs and applications to area agencies.
 - Assists in distributing flyers or notices to tenants.
 6. Process maintenance work order requests.
 - Forward work orders and distribute to Maintenance Manager for assignment.
 - Ability to coordinate maintenance requests from residents and determine the proper course of action.
 - Able to create forms and develop solutions for streamlined ways to run the program effectively.
 - Closes completed work orders in computer system and maintains logs of request; works with Office Manager and Maintenance to coordinate program.
 - Responsible for follow up with tenants on the work order to assure they are completed.
 - Create a survey form on feedback of the work order.
 - Files completed work orders per established procedures.
 7. Work with Office Manager to contact applicant(s) to correct errors on application(s).
 8. Performs other essential duties and tasks as assigned.

SECONDARY JOB FUNCTIONS:

1. Coordinator will work closely with the Housing Advocate and all Housing programs.
2. Assist and coordinates with Development Manager on issues related to development.
3. Assist Development Program Manager with meetings, coalitions, requests for proposals, and other interactions within and without the organization and effectively track these connections.

SERVICE OBJECTIVE: Responsibilities to Community Members

1. Fair, consistent, courteous and respectful.
2. Responsive to citizen requests.
3. Performs job in a professional and ethical manner.

SUPPORTIVE WORK ENVIRONMENT

1. Treat co-workers with respect.
2. Support a positive work environment.
3. Communications.
 - Keep other informed of work issues and programs by maintaining quality communications.
 - Work to resolve issues of conflicting personalities and needs.

ORGANIZATION IMPROVEMENT:

1. Commitment to a philosophy of quality.
2. Display initiative to resolve problems, capitalize on opportunities in the job and assist co-workers when possible.
3. Cost-effective use of URHA's resources.

JOB QUALIFICATIONS:

MANDATORY QUALIFICATIONS: The applicant must possess the following knowledge, skills and abilities or be able to explain and demonstrate that she/he can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Bachelor's Degree in public administration, mental health, or social sciences, AND two (2) years experience in working with tenant management, counseling, individual case management, housing programs and/or property management work. May be substituted for:
2. Associates Degree with a general emphasis in public administration, mental health, social sciences, or related field AND four (4) years relevant experience.
3. Knowledge of principles and practices of customer service.
4. Knowledge and experience working under federal and/or state regulations and guidelines.
5. Knowledge of federal, state, and tribal laws pertaining to the management of rental housing.
6. Able to work with households of different needs and work on solutions to those needs.
7. Requires ability to read and write and perform/understand basic mathematical calculations with speed and accuracy; how to use a calculator, spreadsheets, interpret, and implement written instructions, etc.
8. Requires ability to hear and speak effectively, both orally and in writing, to exchange information and make presentations.

9. Ability to establish and maintain effective working relationships with staff, local service providers, and the public.
10. Ability to organize, establish priorities and meet deadlines for work.
11. Possess good writing and communication skills when working with tenants
12. Strong knowledge or willing to learn and understand the program policies in order to maintain compliance.
13. Maintain a good filing system and record-keeping system.
14. Ability to maintain CONFIDENTIALITY.
15. Committed to the goals of the Housing Authority.
16. Knowledge of available resources, dynamics of human behavior of individuals and groups.
17. Knowledge of principles and practices of customer service.
18. Requires experience working with income-sensitive populations in a multi-ethnic, multi-cultural environment.
19. Ability to handle emergencies with intelligence and purpose (i.e.: call 9-1-1 or tribal police when appropriate, access hospital emergency room, notify supervisor, complete Incident Report form, etc.).
20. Strong knowledge of computer systems, including Microsoft Windows and Office programs, databases and spreadsheets, and other computer software programs.
21. Ability to learn, follow and apply complex regulations, policies and procedures.
22. Requires principles of mediation and negotiations.
23. Possesses ethics of public professionalism and principles of community relations, while using tact and good judgment.
24. Ability to work with multiple demands in an effective, productive manner.
25. Must be capable of analyzing situations accurately and adopt an effective course of action.
26. Ability to work independently and as a team member.
27. Able to work with the public and possess excellent people skills.
28. Other skills may be required; must be willing to learn and receive limited training.

The statements contained here reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but 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 otherwise to balance the workload.

The URHA complies with Tribal, State and Federal laws and regulations relating to discrimination in employment, including the Americans with Disabilities Act (ADA) of 1990. URHA does not discriminate on the basis of handicapped status in the admission or access to its federally assisted programs or activities.

OTHER REQUIREMENTS

1. Must possess a valid driver's license and meet all URHA insurance requirements
2. Must be bondable and insurable
3. Must recognize and approve by signature all requirements and rules of the URHA drug and alcohol policy.
4. Must be able to pass a criminal background check.

PHYSICAL DEMANDS

1. Must be able to work some evenings and weekends.
2. Ability to lift and carry project equipment up to 25 lbs
3. Ability to sit for long hours at a computer using a keyboard and mouse
4. Ability to work with in an office environment that requires repetitive motions, keyboarding, speaking, listening and sitting for extended periods of time.
5. Ability to sit for long hours in automobiles and airplanes while traveling.
6. Ability to stand and walk for long periods of time during site visits, outdoor meetings or other colloquiums.

Pursuant to the CTUIR Tribal Worker's Benefit Code, Section 4.02.A. "All workers are required to disclose any pre-existing or mental disorder and/or disability known to the worker that would prevent them from performing in a reasonable and safe manner the activities involved in the position in which they work."

Failure to disclose any pre-existing condition may result in a restriction or forfeiture of benefits under the Tribal Worker's Benefit code.

SELECTION PROCESS

All CTUIR Tribal positions are competitive. All employment applications and supportive employment material will be evaluated based on the relevance of the applicant's qualifications and experience as it applies to this position. Applicant's who demonstrated that they meet the minimum qualifications and experience most relevant to this position will be considered qualified to compete in this position and be eligible for an interview.

The Confederated Tribes of the Umatilla Indian Reservation reserves the right to make selection of new employees based on UMATILLA TRIBAL PREFERENCE AND INDIAN PREFERENCE.

The Confederated Tribes of the Umatilla Indian Reservation has a "Drug Free Workplace Policy" and will conduct Pre-Employment Drug Testing. A drug free test is required before any employment offer is to be made. All Tribal employees are subject to random Alcohol and Drug testing pursuant to the CTUIR Personnel Policies and Procedures Manual including a criminal background check.

ONLY COMPLETE TRIBAL EMPLOYMENT APPLICATION PACKETS WILL BE REVIEWED. Employment application packets received after the application deadline will not be considered either.

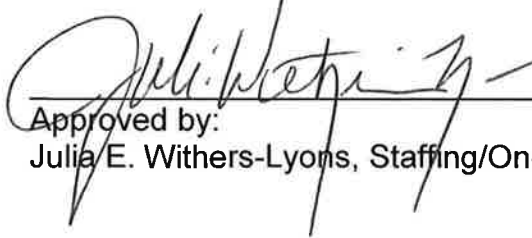
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| <ol style="list-style-type: none">1. Cover Letter.2. Personal Resume identifying your qualifications and experience relevant to the functions of this position.3. Provide two (2) personal references and two (2) professional references.4. Copy of College Transcripts. |
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5. Tribal Employment Application
6. Completed Tribal Sensitive Form.
7. Tribal and Indian preference must provide a copy of Tribal Enrollment Card, Certificate of Indian Blood or such with a Federally Recognized Tribe.
8. Veteran's preference must provide proof of honorable service and discharge or completed Form DD214.

IT IS THE RESPONSIBILITY OF THE APPLICANTS TO PROVIDE SUFFICIENT EVIDENCE TO SHOW THEY FULLY MEET THE QUALIFICATION REQUIREMENTS.

OBTAIN AND SUBMIT APPLICATION TO:

Confederated Tribes of the Umatilla Indian Reservation
 Office of Human Resource
 Attn: Staffing/On-Boarding
 46411 Timine Way
 Pendleton, OR 97801
 Phone (541) 276-3570 or Fax (541) 276-9060


 Approved by:
 Julia E. Withers-Lyons, Staffing/On-Boarding Manager


 Date

Applicant Review and Acknowledgement

I have read above position description and understand the requirements of the position for which I am applying. (Original signature must be placed on file in the employee's personnel file when/if hired for this position).

 Applicant Review and Acknowledgement:

 Date