



Northern Circle Indian Housing Authority • Ukiah, CA

Resident Services Specialist

POSITION DESCRIPTION

Title	Resident Services Specialist
Position Reporting To	Resident Service Manager
FLSA	Non-Exempt/Hourly
Salary	\$19.86 – \$24.14 / DOE
Work Location	Ukiah, CA

SUMMARY

Resident Services Specialist will assist in all duties to carry out the Resident Services Department functions. These duties include and are not limited to tenant selection, program eligibility, tenant placement, lease compliance, tenant education, accounts payables, unit conversion and homeowner conveyance.

ESSENTIAL FUNCTIONS

- Operate and maintain appropriate office equipment and visual aid equipment.
- Utilize Microsoft Office; word processing and spreadsheets and contributions to the NCIHA newsletter, digital programs & other resident bulletins.
- Attend meetings, workshops, and training sessions related to our funding sources and Resident Services activities.
- Participate in on-site safety and Tribal events
- Responsible for maintaining accurate and current participant, unit and program files (in accordance to 2CFR200 THE REG FOR FILE STORAGE).
- Provide public health, wellness, tenant education, home safety and fire prevention information and guidance to residents.
- Processing on-site applications (income verifications, applicant certifications, data collection, etc.) and scheduling tenant selection meetings and post approval scheduling (i.e. drug tests, background checks, etc.)
- Review of tenant budget and applicability.
- Submit recommendation to Resident Services Manager and Executive Director for placement.
- Policy and Lease review with tenants prior to lease execution (policies, utilities, lease signatures, keys etc.)
- Set up move-in in the Housing data software (including data and report preparation)
- Preparation and submission of rental coupons, utility statements and accounts receivables to the Fiscal department.
- Perform interim and annual re-certification.
- Creation of lease violation documents for submittal to Resident Services Manager.
- Responsible for On-Site file maintenance pursuant to NCIHA and NAHASDA policies.
- Responsible for re-certification process; recertification packet to tenant, completion of packet, eligibility verification, and filing of completed packet.
- Assist Resident Services Manager, Fiscal Department & Executive Director with annual file purge.
- Perform other duties as assigned, or needed.

EDUCATION, EXPERIENCE, KNOWLEDGE AND ABILITIES

- High School Diploma or Equivalent

- Experience with a public or private agency or related field.
- Ability to establish and maintain effective working relationships with program participants, staff and other public and private agencies.
- Ability to write clearly and speak effectively to residents, applicants, clients, and/or groups.
- Ability to travel and meet NCIHA vehicle insurance requirements including possessing a valid California Driver's License.
- Ability to work independently in the field with little supervision.
- Willingness to attend training seminars/workshops to expand working
- knowledge of housing programs.

TRIBAL AND INDIAN PREFERENCE

Pursuant to the Indian Self-Determination and Education Assistance Act (25 U.S.C. § 450e (b)), NCIHA applies the policy of "Tribal and Indian Preference" when filling vacancies. Tribal and Indian Preference shall be given to qualified applicants who are enrolled members of a federally recognized Indian tribe or band. We reserve the right to require from applicants claiming to be American Indian or Alaskan Native a copy of their "Certificate of Tribal Membership."