



Northern Circle Indian Housing Authority • Ukiah, CA

Application Intake Specialist

One (1) to Two (2) year position

POSITION DESCRIPTION

Title	Application Intake Specialist (long term GRANT funded position; 1 to 2 years.)
Position Reporting To	Resident Services Manager
FLSA	Non-Exempt/Hourly
Salary	\$19.86 – \$22.99 hr. / Depending on Experience (DOE)
Work Location	Ukiah
Date Posted	June 8, 2022

SUMMARY

Application Intake Specialist will be responsible for assisting the Residents Services Department (RSD) Manager and Specialists with duties related to determining and documenting applicant eligibility for NCIHA's Housing related programs. Included in these duties; intake, verification, data collection, and communications and correspondences applicable to admissions functions as assigned by the RSD Manager.

ESSENTIAL FUNCTIONS

1. Performs clerical work within the RSD.
2. Operate and maintain appropriate office equipment and visual aid equipment.
3. Utilize Microsoft Office including but not limited Word, Excel and Outlook programs.
4. Attend meetings, workshops, and training sessions related to NCIHA Housing Programs and its funding sources.
5. Conduct applicant intake interviews.
6. Review applications for completeness and submit for additional information to applicants, as necessary.
7. Completes application intake including verification of income, Tribal enrollment, resident status (housed, homeless, at-risk of homelessness, etc.) and reports to RSD Manager with applicant eligibility determination.
8. Properly intake and process applicants' files as assigned within prescribed timeframe.
9. Maintain waitlists of incoming housing applications for Emergency Rental Assistance, CARES Act, TBRA, Lease Purchase, Low Rent, Mutual Help and Rehabilitation.
10. Explain, to applicants, program policy and participant eligibility requirement for NCIHA Housing related Programs, as necessary.
11. Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Excellent customer services.
- Attention to accuracy, detail, and correcting errors.
- Requires strong interpersonal, written and verbal communication skills and ability to forge positive and professional relationships with applicants and participants.

- Ability to utilize organizational skills to efficiently manage applicants' files and documents.
- Ability to manage multiple work streams and prioritize simultaneously while maintaining quality customer service.
- Ability to work independently.
- Ability to maintain confidentiality.
- Strong oral and written communication skills.
- Strong Microsoft Office Work, Outlook and Excel skills.
- Willingness to attend training seminars/workshops to expand working knowledge of housing programs.

EDUCATION & EXPERIENCE

- High School Diploma or Equivalent
- College degree is preferred; two (2) years progressively responsible related experience in case management or property management capacity; or a combination of education and experience.
- Ability to communicate and relate to persons from a broad range of socio-economic and diverse backgrounds and abilities.

WORKSITE: Ukiah
SALARY RANGE: \$19.86 - \$24.14 hr.
CLASSIFICATION: Program Specialist

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."