



Northern Circle Indian Housing Authority

Ukiah Office
694 Pinoleville Drive
Ukiah, CA 95482
707-468-1336

Grindstone Office
3600-06 Pum-Ti-Ta-De Lar
PO Box 38
Elk Creek, CA 95939
530-848-4240

Oroville Offi
4740 Pacific Heigl
Oroville, CA 9
530-533-58

Wilton Office
9728 Kent Street
Elk Grove, CA 95924
916-684-1861

POSITION DESCRIPTION

Title	Maintenance Program Assistant
Position Reporting To	Program Analyst
FLSA	Non-Exempt/Hourly
Employment Type	Full-Time (40 hours per week)
Work Location	Ukiah

SUMMARY

The Maintenance Program Assistant provides comprehensive administrative and operational support to the Maintenance Department. This position is responsible for coordinating work order systems, maintaining records, supporting tenant-related Maintenance processes, and ensuring efficient communication between staff, tenants, vendors, and management.

This role operates under the direct supervision of the Maintenance Program Analyst and may assume coordination of routine departmental functions in the Analyst's absence to ensure continuity of operations.

ESSENTIAL FUNCTIONS

- Administrative & Documentation Support
- Prepare, type, proofread, and distribute correspondence, notices, reports, and other maintenance-related documents.
- Maintain organized and compliant unit files, ensuring all documentation is accurate and up to date.
- Assist with preparation of reports, transmittals, and internal communications.
- Work Order Management
- Serve as the primary administrator of the computerized Work Order System.
- Receive and log all incoming work orders; assign tracking numbers and route appropriately.
- Monitor and update work order status, including completion data entry and documentation.
- Generate monthly, quarterly, and annual Maintenance reports.
- Tenant Accounts & Billing
- Prepare and process monthly billing for tenant-related charges, including: Maintenance repairs, Water charges, and Court costs
- Miscellaneous tenant accounts
- Enter and maintain data in the Accounts Receivable system.
- Generate and distribute tenant statements.
- Maintain accurate records of all tenant charges and communications.

- Inventory & Procurement
- Maintain inventory of Maintenance and janitorial supplies.
- Order materials and supplies in accordance with NCIHA procurement policies and procedures.
- Track supply usage and ensure adequate stock levels.
- Communication & Front Desk Support.
- Answer and route incoming calls professionally; take and relay accurate messages.
- Provide front desk coverage as assigned.
- Communicate effectively with tenants, staff, vendors, and contractors.
- Scheduling & Coordination
- Coordinate and schedule contract work and vendor services.
- Schedule preventative Maintenance for company vehicles.
- Coordinate delivery and pick-up of vehicles for service and repair.
- Assist with scheduling Maintenance staff and appointments as needed.
- Field & Operational Support
- Deliver Maintenance supplies to job sites as needed.
- Support field staff with logistical and administrative needs.
- Compliance & Enforcement.
- Prepare and issue lease violation notices related to: Yard maintenance, abandoned vehicles, unauthorized animals, Tenant-caused damage, Missed appointments disruptive or abusive behavior.
- Ensure all actions are documented and compliant with NCIHA policies and procedures.

OTHER DUTIES

- Perform additional duties as assigned to support departmental operations.

MINIMUM QUALIFICATIONS

- High School Diploma or equivalent required.

Experience

- Minimum of 2 years of administrative or clerical experience, preferably in maintenance, housing, or property management.

Skills & Abilities

- Strong organizational and file management skills.
- Ability to manage multiple tasks and prioritize effectively.
- Strong written and verbal communication skills.
- Ability to maintain confidentiality and professionalism.

Technical Skills

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Experience with or ability to learn: Work Order Management Systems
Accounts Receivable systems (QuickBooks)
- Housing Data Systems and Doorways

KNOWLEDGE & COMPETENCIES

- Knowledge of basic math and accounting principles.
- Understanding of Maintenance operations and workflow (preferred).
- Ability to establish and maintain effective working relationships with staff, tenants, tribal entities, and external partners.
- Strong attention to detail and accuracy.
- Ability to work independently and as part of a team.

PHYSICAL REQUIREMENTS

- Ability to sit, stand, and walk for extended periods.
- Ability to lift and carry light to moderate supplies (up to 25 lbs).
- Occasional travel to Maintenance sites will be required.

WORKSITE: Ukiah
SALARY RANGE: \$43,534 - \$74,359.00 Annually- 12 Step Salary Tops off at \$74,459.00
CLASSIFICATION: Maintenance

TRIBAL AND INDIAN PREFERENCE

In accordance with the Indian Self-Determination and Education Assistance Act, NCIHA applies Tribal and Indian Preference in hiring. Preference will be given to qualified applicants who are enrolled members of a federally recognized tribe. Applicants claiming preference may be required to provide verification of tribal enrollment.