



Northern Circle Indian Housing Authority

694 Pinoleville Drive, Ukiah CA 95482

707-468-1336 800-521-3191

JOB DESCRIPTION

POSITION: Resident Services Specialist

DEFINITION OF POSITION:

Resident Services Specialist is a fast-paced position, who needs someone with excellent customer service skills, financial knowledge and the ability to multitask. They will assist as needed 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.

PRIMARY RESPONSIBILITIES:

- 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.
- Excellent Customer Service skills.
- Participate in on-site safety and Tribal events
- Responsible for maintaining accurate and current participant, unit and program files (in accordance to 2 CFR 200 THE REG FOR FILE STORAGE).
- Provide public health, wellness, tenant education, home safety, fire prevention information and guidance to residents.
- Processing on-site & rental assistance applications (income verifications, applicant certifications, data collection, etc.), scheduling tenant selection meetings and post approval scheduling (i.e. drug tests, background checks, etc.).

- Financial knowledge to review 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 & Rental Assistance 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.

MANDATORY WORK REQUIREMENTS & PROFESSIONAL EXPECTATIONS

The Resident Services Specialist position requires a highly committed, reliable, and community-embedded professional. This is not a flexible or remote role, consistent presence, accountability, and engagement are essential.

- **Strict Work Schedule Requirement:**
This position requires mandatory attendance Monday through Friday, 8:30 AM to 5:00 PM. Consistent punctuality and attendance are conditions of employment. Excessive absences, tardiness, or failure to maintain this schedule will not be tolerated.
- **Community Engagement & Availability:**
The selected candidate must be willing and available to participate in community events, outreach activities, and Tribal functions, which may occur outside of standard working hours. This position represents NCIHA within the community and must demonstrate a strong presence and positive engagement.

- **Understanding of Tribal Communities:**
The ideal candidate must have a strong understanding of the community we serve, including respect for Tribal culture, values, and the unique needs of Native housing programs. The ability to build trust, maintain confidentiality, and communicate effectively within the community is critical.
- **Professional Accountability:**
This role requires a self-motivated individual who can manage responsibilities independently, follow through on tasks, and maintain a high level of organization and accuracy in all aspects of work.

FINANCIAL MANAGEMENT & RENT COLLECTION RESPONSIBILITIES

- **Ledger Review & Financial Accuracy:**
Must be able to read, interpret, and maintain tenant ledgers with a high level of accuracy, including identifying discrepancies, tracking balances, and ensuring all transactions are properly documented.
- **Rent Collection & Tenant Accountability:**
Responsible for actively working with tenants to collect rent and other housing-related payments in a timely and consistent manner. This includes clear communication of balances due, payment expectations, and deadlines.
- **Enforcement of Payment Obligations:**
Must be able to address delinquent accounts professionally and firmly, including initiating follow-up communication, payment plans, and coordination of lease enforcement actions when necessary.
- **Tenant Communication & Support:**
Ability to communicate financial information clearly to tenants, assist with understanding their ledger, and provide guidance on maintaining compliance with lease and payment requirements.
- **Coordination with Fiscal Department:**
Work closely with the Fiscal Department to ensure accurate reporting, timely submission of receivables, and proper documentation of all payments and adjustments.
- Must demonstrate a genuine commitment to helping others, with the ability to provide compassionate, respectful, and solutions-focused support to residents and program participants.

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 use basic math skills, write clearly and speak effectively to residents, applicants, clients, and/or groups.
- Ability to travel and meet NCIHA vehicle insurance requirements, and must have 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.

PLACE: Ukiah, California

SALARY RANGE: \$49,525 to \$84,704

CLASSIFICATION:

WAIVER OF EDUCATIONAL OR EXPERIENCE REQUIREMENTS:

NCIHA may waive the educational or experience requirements based on an evaluation of the experience or demonstrated competence of the job applicant. The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.