



JOB DESCRIPTION

Job Title: Tenant Occupancy Specialist	Department: Aha Macav Housing Entity
Reports to: Office Manager	Employment Status: Full-Time
Classification: (Do not fill in)	Supervisory Status: None
Date Approved: (Do not fill in)	Driving Classification:
Salary, Minimum: DOE	Mid-level:
	Maximum:

SUMMARY OF POSITION:

The Tenant Occupancy Specialist (TOS) provides a vital service to the Aha Macav Housing Entity (AMHE) tenants and homebuyers. This position is the focal point for all activities between the tenant or homebuyer and AMHE. This includes collections in all areas of current and delinquent accounts. This position is responsible for typically exercising considerable judgment and tact in securing cooperation from tenants and homebuyers in collecting vital information in a timely manner to determine eligibility for several programs and initiate legal action for rental lease or homebuyer agreement violation(s). The TOS is also responsible for being updated and informed of any changes by the Housing and Urban Development (HUD) office that pertains to the tenant/homebuyers/homeowner realm.

Duties and Responsibilities of the Tenant Occupancy Specialist

- Application intake, making sure the required documents are received so eligibility determination can be completed.
- Determines eligibility on all housing programs, notifies applicant of approval or denial status in a timely manner.
- Utilizes and develops different forms of communicating with tenants/homebuyers.
- Manages and maintains all current and delinquent accounts according to the policies and procedures this includes maintaining tenant and homebuyer files for annual independent audit and HUD on-site monitor reviews.
- Accurate in handling all forms of collections such as receiving tenant/homebuyer payments, entering payments into software program (Kanso), reviewing accounts, issuing receipts, preparing bank deposits.
- Handles all incoming calls regarding tenant and homebuyer issues.
- Maintains occupancy for rental and homebuyer units by filling vacancies.
- Communicates and works closely with Maintenance Supervisor and Maintenance Secretary.
- Enforces lease and homebuyer agreements and enforces all rules of occupancy (rental or homebuyer). Provides counseling to remedy any non-compliant issues prior to potential evictions from criminal activity to non-payment matters. Prepares

and maintains supporting documentation for attorneys for evictions when necessary.

- Determines program eligibility by establishing rental rates and homebuyer payments by program calculations.
- Proposes budget need to Executive Director for annual submission of the Indian Housing Plan.
- Investigates and resolves tenant complaints in a timely manner.
- Makes sure all move-in and move-outs are completed and documented.
- Invoices charges for tenant damages to tenant.
- Follows up on all repairs and upgrades relating to modernization program and homeowners' rehabilitation program. Works closely with Maintenance Supervisor and Maintenance Secretary with scheduling and noticing participants. And when necessary, makes all relocation arrangements for modernization and homeowners rehabilitation programs.
- Builds and maintains a good relationship with all servicing vendors and other tribal departments.
- Works closely with supervisor in reviewing Security and Police reports to determine any lease violations.
- Prepares Wait List for monthly certification.
- Verbally reports on a monthly basis to the Board of Commissioners as well as prepares a monthly written report.
- Understands and practices written policies governing eligibility, admissions, and occupancy.
- Educates new move-ins on lease and tenant/homebuyer responsibilities.
- Completes required annual re-certifications and annual home inspections on all housing participants in a timely manner.
- Is responsible for scheduling quarterly pest control service and noticing tenants in a timely manner to include infestation issues.
- Able to speak to tenants/homebuyers in a classroom setting.
- Explains monthly payment calculations to new move-ins.
- Utilize the tenant software program, (Kanso) to its full capacity.
- And all other duties as assigned.

QUALIFICATIONS:

- Must have a driver's license.
- High School Diploma, GED, or Equivalent.
- A minimum of two years of college in Business Administration or a related field would be ideal but not mandatory.
- Knowledge of the social, economic, and educational problems of the community resident.

- Must have the ability to express him/herself effectively, both orally and in writing.
- Must have the ability to comprehend and apply laws, rules and regulations of HUD and policies of AMHE.
- Must have the ability to make accurate arithmetic computations.
- Must have the ability to type and use modern office equipment and have experience in using WORD, EXCEL, and POWER POINT software programs.
- Must be able to work effectively with all co-workers and maintain working relationships with varied social and economic and cultured backgrounds.
- Must have the physical and emotional ability to adequately meet the demands of the assigned duties.
- Must maintain a drug free workplace and must own and operate a motor vehicle and possess a valid driver's license and be insurable under the FMIT insurance plan.

SKILLS AND ABILITIES (if applicable):

Must be able to perform each duty satisfactorily as listed above.

Must be a great communicator.

PHYSICAL DEMANDS OF POSITION:

The employee may occasionally be required to move boxes of up to 25 pounds. Normal vision requirements, i.e., close vision, distance vision. The employee is frequently required to sit or stand for long periods of time and walk distances as well as stoop, bend, kneel and crouch. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

OTHER REQUIREMENTS:

Employee must pass a pre-employment drug test and maintain a drug/alcohol free work environment. Must be insurable under the Tribe's insurance plan and pass a background check. Employee may be required to travel to various departments, entities and locations within the Tribal Reservation and may be required to travel to various out of town/state trainings as necessary.

Must meet certain requirements to be considered for position as stated in Personnel Policy 3.5 Promotions (B) (1-5). Per the Personnel Policy Manual, Section 2.1 and 2.5 (E) FMIT Member preferences will apply and FMIT members will have first preference to interview. In addition, FMIT Members will be able to interview regardless of qualifications per 2.11 Policy Statement; however, must be prepared to explain.