



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Housing Management Officer
Department: Community Development Department
Supervised by: Housing Director
Pay Grade: E4 \$59,513 - \$83,319 DOQ
FLSA: Full-Time; Exempt

Position Summary: The Housing Management Officer (HMO) manages the rental program and home-ownership homes within the jurisdiction of the Community Development Department (CDD). The HMO is primarily responsible for monitoring lease compliance for all residents and for supervising, scheduling, and monitoring resident services, and overall office management.

Indian Preference: The Bishop Paiute tribe is an Equal Opportunity Employer within the confines of the Native American Preference and the Bishop Paiute Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Job Duties:

1. Completes the intake of program applicants for housing assistance, clarifying program responsibilities and opportunities and assists in completing housing program applications.
2. Reviews tenant application files for completeness and accuracy.
3. Recommends eligibility based on appropriate guidelines and policies. Notifies applicants per policy regarding eligibility.
4. Establishes and maintains waiting lists of eligible applicants per program requirements and policies.
5. Provides information to and assists in participant selection.
6. Monitors occupancy procedures to assure compliance.
7. Conducts program overview for prospective applicants regarding the housing program managed by the CDD.
8. Provides information to interested applicants regarding eligibility and available programs.
9. Responsible for organizing and conducting pre-occupancy meetings for selected homebuyers and rental tenants to aid in their understanding of program obligations.
10. Assist in developing CDD program goals and objectives.
11. Reviews policies in management department for effectiveness and monitors adherence.
12. Works with the CDD Director and staff to evaluate, update and recommend revision to policies, as needed.
13. Responsible for obtaining annual re-certification information from all residents to meet annual re-certification requirements.
14. Receives, evaluates and processes resident complaints per CDD policy and procedures. Does follow-up with residents to determine disposition and correction of lease violation.
15. Monitors all rental leases/MHOA compliance violations including making recommendations for termination of lease/MHOA when necessary.
16. Coordinates termination actions for "cause" with the CDD Director.
17. Monitors all annual inspections for home-buyers. Reviews maintenance deficiencies and approves "Plan of Action" for correction of maintenance deficiencies. Recommends termination of MHOA for failure to perform required maintenance tasks.
18. Assists in the design, implementation and monitoring of special assistance programs for occupants with special needs such as housekeeping standards or preventative maintenance.
19. Assists with the creation of an Annual Activity Plan for staff and conducts periodic reviews to ensure that all program goals/objectives are met.
20. Receives, reviews for policy compliance and processes home-buyer MEPA use request.

21. Submit a monthly report to the CDD Director.
22. Responsible for day-to-day operations at the CDD office and office personnel.
23. Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.

Education and Experience:

- High School diploma or GED. AA degree in business management or related field is preferred.
- 2 years of experience providing service in Indian Housing or other public housing program. Indian Housing Manager Certification preferred.
- 3-5 years progressive management experience required.
- Knowledge of HUD and NAHASDA regulations, principles of property management and effective record keeping and reporting preferred.

Other Requirements:

- Obtain Indian Housing Manager Certification during first twelve (12) months of employment.
- Must have the ability to work with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity.
- Must have and maintain a valid California Driver's license and be insurable under the Tribe's existing automobile insurance policy.
- Must comply with the Bishop Paiute Tribe's organizational policies.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- *Job Knowledge* - Knowledge of NAHASDA and HUD regulations; record-keeping systems; interviewing techniques; and applicable federal, state, county and local laws, regulations, and requirements.
- *Decision Making* – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make the responsible decision.
- *Interpersonal Skills* - the individual maintains confidentiality, remains open to others' ideas, and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
- *Analytical Skills* - Ability to analyze operational, statistical, and financial information and draw logical conclusions; compare and interpret facts and figures.
- *Communication* – Ability to communicate clearly both verbally and in-writing; ability to write clear and concise reports, memoranda, directives, and letters.
- *Customer Oriented* – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- *Time Management* – the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- *Detail Oriented* – the individual demonstrates accuracy and thoroughness and monitors their own work to ensure quality.
- *Adaptability* – the individual adapts to changes in the work environment, manages competing demands, and can deal with frequent change, delays or unexpected events.
- *Reliability* – the individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.
- *Organized* – the individual keeps clean and organized workspace and projects.
- *Motivated* – the individual inspires self and others about them to get the job done and follow through on tasks.
- *Technology Skills* – Operates various word-processing, spreadsheets, MIP, and database software programs in a Windows environment.

Physical Demands/ Work Environment:

- Ability to work long hours as needed.
- Ability to frequently stand, walk, sit, perform desk-based computer tasks, and use a telephone.
- Ability to occasionally stoop, kneel or crouch.

Signatures

This job description has been approved by all levels of management:

Manager: _____

HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ *Date:* _____

