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**Karuk Community Health Clinic**

64236 Second Avenue  
Post Office Box 316  
Happy Camp, CA 96039  
Phone: (530) 493-5257  
Fax: (530) 493-5270

**Karuk Tribe****Administrative Office**

Phone: (530) 493-1600 • Fax: (530) 493-5322  
64236 Second Avenue • Post Office Box 1016 • Happy Camp, CA 96039

**Karuk Dental Clinic**

64236 Second Avenue  
Post Office Box 1016  
Happy Camp, CA 96039  
Phone: (530) 493-2201  
Fax: (530) 493-5364

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## Vacancy Announcement

**Title:** Tenant Relations Officer

**Reports To:** Assistant Director / Operations Manager

**Location:** Yreka

**Salary:** \$20.00 to \$26.00 per hour, depending on experience

**Summary:** The Tenant Relations Officer (TRO), under the supervision of the Assistant Director / Operations Manager, maintains effective relationships between tenants and the Karuk Tribe Housing Authority (KTHA) while providing allowable housing programs and services in a manner consistent with the mission of the KTHA. The TRO shall be understanding of, and sensitive to, the needs and circumstances of tenants while at the same time ensuring that tenants comply with the terms and conditions of their tenancy, within applicable policies, procedures, and funding regulations.

**Classification:** Full Time, Regular, Non-Exempt, Non-Entry Level

**\*Skills Assessment Required prior to interview.**

**Application Deadline: February 5, 2024 by 5:00 pm**

Applications are available at all Tribal Offices or on the Internet at [www.karuk.us](http://www.karuk.us). The Karuk Tribe's (TERO) Preference and Drug & Alcohol Policy apply.

If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: [www.karuk.us](http://www.karuk.us) or by contacting the Human Resources Department, Telephone (530) 493-1600 ext. 2043, Fax: (855) 437-7888, Email: [Humanresources@karuk.us](mailto:Humanresources@karuk.us)

## **POSITION DESCRIPTION**

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**Responsibilities:**

1. Processes new tenants by verifying application data is correct, and explaining tenant leases, rules & regulations.
2. Performs annual, move-in, and move-out inspections.
3. Calculates annual and interim rents according to occupancy policy.
4. Reviews lease agreement, obtain required signatures, and ensure that applicant is aware of tenant's responsibilities.
5. Works with maintenance to complete inspections and safety items as needed and/or required.
6. Processes tenant charges for damages or other maintenance charges with maintenance staff input.
7. Organizes and maintains complete tenant files, documenting all activities and interactions with tenant. Maintains tenant balance sheets for all tenants.
8. Monitors tenant compliance with the lease agreements, policies, rules & regulations.
9. Responds to tenant complaints and concerns, follow-up, and research possible criminal activities.
10. Utilizes collection, delinquency, and grievance procedures.
11. Refers tenant to services as required.
12. Provides billing data to the Finance department on a monthly basis.

13. Enters data into the Housing Data Systems (HDS) system as required.
14. Monitors changes in program regulations and requirements and recommends revisions to policies, procedures, and forms to supervisor as needed.
15. Ensures compliance with requirements of Low-Income Housing Tax Credit (LIHTC) units which may vary from Department of Housing and Urban Development (HUD) funded units.
16. Collects data and prepare and submit reports to tax credit syndicators, investors, funding sources, and government agencies as required.
17. Prepares for and participates in required LIHTC program reviews by outside entities.
18. Adheres to confidentiality requirements.
19. Organizes and tracks all Tenant Relations activities and submits written reports to the Board of Commissioners on a monthly basis.
20. Attends Board of Commissioners meetings as required.
21. Make available for local and out of the area travel as required for job related training. Attends all required meetings and functions as requested.
22. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

**Qualifications:**

1. Have the ability to work effectively with Native American people in culturally diverse environments.
2. Have the ability to manage time well and work under stressful conditions with an even temperament.
3. Have the ability to establish and maintain harmonious working relationships with other employees, tenants and the public. Excellent customer service skills are highly desired.
4. Have the ability to understand and follow oral and written instructions.

**Requirements:**

1. Must possess high school diploma or equivalent.
2. Must possess a two-year degree from an accredited college in a related field; progressively responsible work experience in a similar occupation may be substituted for the educational requirement (two years' experience, equals one year of education).
3. Must have, or obtain within set timeframe, Low Income Housing Tax Credit (LIHTC) Certification and maintain certification.
4. Must have demonstrated knowledge of eligibility-based assistance programs.

5. Must be a self-starter, well organized, and able to accomplish multiple tasks simultaneously. Must be able to self-prioritize to ensure timely completion of tasks.
6. Must have strong writing skills.
7. Must have demonstrated ability to speak clearly and assertively in face-to-face, as well as telephone communications.
8. Must have the ability to type 40-50 words per minute.
9. Must have strong computer literacy skills, including but not limited to Microsoft Office programs.
10. Must have excellent math skills in order to calculate rent amounts and reconcile accounts.
11. Must possess valid driver's license, good driving record, and be insurable by Housing's insurance carrier.
12. Must adhere to confidentiality policy.
13. Must successfully pass a pre-employment drug screening test and meet Karuk Tribe Housing Authority criminal history requirements.

**Tribal Preference Policy:** In accordance with the TERO Ordinance, Tribal Preference will be observed in hiring.

**Veteran's Preference:** It shall be the policy of the Karuk Tribe to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

**Committee Approved:** January 8, 2024

**Employee's Signature:** \_\_\_\_\_