

POSITION DESCRIPTION

Title: Tenant Relations Officer

Reports To: Operations Manager

Location: Yreka Housing Office

Salary: \$9.00 to \$13.00 per hour, depending on experience

Summary: The Tenant Relations Officer will work directly under the Operations Manager performing job duties as listed and not limited to other job related duties as assigned by the Executive Director.

Classification: Full Time, Non Exempt, Non Entry Level.

Responsibilities:

1. Shall process new tenants by verifying application data is correct, and explaining tenant lease and rules and regulations.
2. Shall perform annual, move-in, and move-out inspections.
3. Shall review all annual and interim re-certifications according to occupancy policies.
4. Shall review lease, sign contract, and ensure that applicant is aware of tenant's responsibilities.
5. Shall work with maintenance to complete inspections and safety items as needed.
6. Shall maintain tenant files, documenting all activities.
7. Shall monitor resident compliance of lease, policies, and rules and regulations.
8. Shall respond to tenant complaints and concerns, follow-up and research possible criminal activities.
9. Shall utilize collection, delinquency, and grievance procedures.
10. Shall attend Housing Committee meetings as requested.
11. Shall refer tenant to services as required.
12. Shall strictly adhere to confidentiality requirements.

13. Shall be responsible for petty cash.
14. Shall be available for local and out of the area travel as required for job related training. Shall attend all required meetings and functions as requested.
15. Other job related 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 and the public.
4. Have the ability to understand and follow oral and written instructions.

Requirements:

1. Must possess high school diploma or equivalent. Two years higher education is preferred with experience in HUD housing also preferred.
2. Must have good verbal and written skills.
3. Must be able to type 50-55 wpm.
4. Must be familiar with Corel WordPerfect, Microsoft Excel, and Microsoft Word.
5. Must have excellent math skills.
6. Must possess valid driver's license, good driving record, and be insurable by the Tribe's insurance carrier.
7. Must adhere to confidentiality policy.
8. Must successfully pass a pre-employment drug and alcohol screening test and be willing to submit to a criminal background check.

Indian Preference Policy: In accordance with the Indian Preference Act of 1934, (Title 25, USC, Section 47), and the TERO Ordinance 93-0-01, Indian Preference will be observed in hiring. Section 7(b) of the Indian Self-Determination and Education Assistance Act (Title 25 USC, Section 450 e(b)) will also be observed.

Council Approved: _____

Chairman's Signature: _____

Employee's Signature: _____