



RED CLIFF CHIPPEWA HOUSING AUTHORITY

37645 NEW HOUSING ROAD BAYFIELD, WI 54814
(715) 779-3744 (715) 779-5044 FAX

JOB DESCRIPTION

Position: Housing Services Manager
Salary: \$20-\$27/hr. – DOQ/DOE; plus benefits
Schedule: Primarily weekdays; M-F
Location: Red Cliff Housing Authority
Dept.: Housing Services

Status: non-exempt
Hours: Full-time; 40 hrs. per week
Supervisor(s): RCHA Executive Director

SUMMARY

Responsible for overseeing and coordinating all housing services offered through Red Cliff Housing Authority effectively, consistent with HUD/Program regulations and Red Cliff Housing Authority policies and procedures. Lead position works closely with the Executive Director in a team environment to develop, provide and manage housing services for rental, home-buyer/home ownership, owner-occupied home rehabilitation and other focused/specialized housing programs. Duties include occupancy, lease and project compliance, subsidy/assistance elements; tenant/resident services and other duties associated with day-to-day tenant activities and program administration.

DUTIES & RESPONSIBILITIES

Occupancy

- Conduct Eligibility, Admission and Occupancy functions including accepting/processing applications; background investigations; income and other verifications; rent calculations; updating utility allowances; completing re-certifications, transfers, move-ins/move-outs.
- Responsible for vacant unit, wait list management; preparing tenant selection documents and managing housing resources in an efficient, effective manner, fairly.
- Responsible for the 'new tenant' housing/lease orientation program; and training departmental staff to conduct.

Tenant/Resident Management Services

- Prepare necessary forms/documents. Maintain tenant files in proper order and in compliance. Coordinate work order processing. Complete transfers, re-certifications, etc.
- Conduct effective tenant relations including providing tenants with information/education (lease compliance, safety, disturbances and other issues impacting residents/community), policy interpretations and individual case specific housing counseling/advice. Conduct tenant/resident events. Address/Resolve tenant issues/complaints. Serve as the primary contact for tenant association. Provide occasional transport.
- Oversee and manage lease compliance, violations in accordance with policy. Prepare cases. Processes evictions or other lease compliance matters appropriately through Tribal Court.
- Coordinate inspections – annual unit, housekeeping, home visits, and external compliance related. Develop housekeeping standards. Makes referrals as necessary.
- Provide guidance and advice on complex tenancy issues.

Housing Programs

- Coordinate and develop home-ownership related programs – Down Payment Assistance, Lease to Purchase, Individual Development Account (IDA), Weatherization, Owner-Occupied Rehabilitation and Home Improvement.
- Responsible for conveyances of units.

Administrative/Financial/Supervisory

- Mid-level supervisory responsibilities; formulation of some policy; attend meetings as required.
- Provide clerical and administrative support. Organize and maintain a variety of files, logs and records; a variety of data entry and creation of reports.
- Perform a variety of cash management duties for office operations including deposits, collecting and posting payments, receipting, etc. Oversee and manage tenant billing, tenant account receivables (TARS) management. Responsible for assuring payback agreements are in place for past due accounts.
- Other duties as assigned by supervisor.

The above represent the major essential and secondary duties of the position. They are not intended to be all-inclusive, but rather a general representation of the duties/responsibilities associate with this position. The Housing Authority reserves the right to change, reassign, or combine job duties at any time to respond to organizational needs and/or as deemed necessary.

SUPERVISORY AUTHORITY: This position supervises departmental occupancy/resident services staff.

QUALIFICATIONS/KNOWLEDGE, SKILLS & ABILITIES (KSA)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. We are seeking a candidate with the following qualifications:

- 1) A minimum of an Associate's Degree plus 2 or more years related work experience; or an equivalent mix of professional education and experience is desired.
- 2) Proficient knowledge of housing programs – LIHTC, NAHASDA, rental assistance and other affordable housing programs; Fair Housing regulations and property management/lease compliance.
- 3) Computer literate – including experience with the Housing Data System (HDS).
- 4) Solid inter-personal skill set – positive attitude, good problem solving and conflict resolution skills and the ability to maintain helpful, friendly, professional relationships.
- 5) Ability to work independently; adapt, multi-task and work under pressure with conflicting demands.
- 6) Ability to abide by & maintain strict confidentiality guidelines.
- 7) ***Must become Tax Credit (LIHTC) and Occupancy Specialist certified within one (1) year of hire.***
- 8) ***Must have a valid driver's license, vehicle and appropriate vehicle insurance coverage. Must be eligible to be put on Housing Authority's vehicle insurance policy and maintain driver's eligibility to maintain employment.***

PERSONAL CONTACTS: Daily contacts with residents of the RCHA housing community, RCHA staff. Recurring, occasional contact with service providers, partners, law enforcement.

PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and

stoop, bend kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the maintenance and/or custodial elements of this job, employee may be exposed to wet or humid conditions; moving mechanical parts, high precarious places (ladders); outside weather conditions; fumes or airborne particles (associated with paint, varnish, floor strippers and other cleaning supplies. The noise level in the work environment is usually moderate. Building is smoke-free. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TRAVEL REQUIREMENTS: The ability to travel and attend meetings; overnight and out of town, both locally and nationally – infrequently.

NOTICES

Indian preference will be applied in the case of equally qualified applicants; but all qualified applicants will be considered.

The Red Cliff Tribal Council has a Drug Free Work Place Policy and the Red Cliff Housing Authority adheres to the intent of the Drug Free Work Place Act. All new hires are subject to a drug test prior to starting employment.

All applicants for employment are subject to a Background Investigation and other requirements of Red Cliff Tribe’s RCCL Chapter 43. An employee is under continuing obligation to supplement this application for employment with information concerning any convictions that occur after commencement of employment.

TO APPLY

Submit the following to the identified. Items **MUST** be submitted in your application package to be considered for this position.

SUBMIT (required)

- Fully completed Red Cliff Housing Application
- Background Investigation Disclosure/Release
- Resume (optional)
- Educational Transcripts/Training Certs
- Cover Letter

SUBMIT TO:

Red Cliff Housing Authority
 37645 New Housing Road
 Bayfield, WI 54814
 FAX: 715-779-5044
 ATTN: Tanya Wachsmuth, HR

POSTING: 10/3/2017
 DEADLINE: 10/18/2017

FOR FURTHER INFORMATION: Contact Tanya Wachsmuth at 715-779-3744, ext. 103 or via email at twachsmuth@redcliffhousing.org