



~JOB DESCRIPTION~

Title:	Admissions Specialist
Location:	Lac du Flambeau Chippewa Housing Authority
Position Status:	Regular Full-Time; Non-Exempt; 40 hours per week
Salary:	\$19 - \$22 per hour based on experience and/or qualifications
Fringe Benefits:	Paid time off, paid holidays, retirement, and other employer-provided benefits in accordance with current CHA Personnel Policy and applicable benefit plans.
Supervisor:	Tenant Services Manager
Requirement:	Successful completion of pre-employment screening and drug testing; participation in random drug testing thereafter.
Job Qualifications:	High school diploma or equivalent required; associate's degree preferred in business administration, human services, public administration, or a related field. A minimum of two years of office, customer service, housing, eligibility, or records-management experience is preferred. A combination of education and relevant experience that demonstrates the required knowledge and skills will be considered.

Job Summary: The Admissions Specialist serves as the initial point of contact for individuals and families applying to Lac du Flambeau Chippewa Housing Authority programs. The position receives, reviews, verifies, and processes applications; completes required background and credit checks; determines initial eligibility; and places qualified applicants on the appropriate waiting list in accordance with CHA policies and applicable NAHASDA, Rural Development, and Low-Income Housing Tax Credit program requirements. The Admissions Specialist identifies missing or inconsistent information affecting eligibility, household composition, income, preferences, unit size, affordable rent or homebuyer payments, and housing need. The position maintains complete, accurate, and confidential applicant records and provides clear, respectful assistance throughout the admissions process.

Job Duties and Responsibilities:

- Serve as the initial contact for prospective applicants and explain available CHA housing programs, application requirements, eligibility standards, preferences, waiting-list procedures, and the admissions process.
- Receive, date-stamp, review, and process applications for applicable CHA programs, including Low-Income Rental, Lease Purchase, Elderly Apartment Rental, Rural Development, Homeownership, and Low-Income Housing Tax Credit programs.

- Screen applications for completeness and obtain all required releases, declarations, identification, documentation, and signatures before an eligibility determination is completed.
- Verify household composition, citizenship or eligible status when required, income, assets, allowances, preferences, housing history, housing need, student status, and other factors affecting eligibility or program placement.
- Calculate and document annual income, adjusted income, applicable deductions, unit size, and estimated affordable rent or homebuyer payment in accordance with the requirements of the applicable program.
- Identify discrepancies, missing information, potential fraud, or other eligibility concerns and promptly request clarification or additional documentation in accordance with CHA policy.
- Determine initial eligibility and prepare complete files and recommendations for approval, denial, or further review by the Tenant Services Manager or authorized designee.
- Issue timely and accurate written notices regarding incomplete applications, eligibility determinations, waiting-list placement, updates, interviews, selections, denials, withdrawals, and appeal or grievance rights.
- Establish, maintain, and update waiting lists in the required order, apply approved preferences consistently, document all applicant contacts and status changes, and protect the integrity of the selection process.
- Conduct applicant interviews and orientation meetings; clearly explain applicant responsibilities, required reporting, deadlines, and next steps in the admissions process.
- Complete periodic waiting-list updates and purges, process returned mail and unsuccessful contact attempts, and document removals or reinstatements in accordance with CHA policy.
- Coordinate applicant selection with the Tenant Services Manager and Occupancy Specialists and provide an orderly, documented handoff of the approved applicant file for unit offer, lease-up, or homebuyer processing.
- Maintain accurate applicant information in CHA's housing-management software, electronic records, and paper files; scan, index, file, and retrieve records according to established procedures.
- Protect confidential and sensitive applicant information and release information only as authorized by the applicant, CHA policy, or applicable law.
- Prepare routine admissions and waiting-list reports, statistical information, correspondence, and file-status summaries requested by the Tenant Services Manager, Executive Director, funders, auditors, or authorized agencies.
- Monitor application-processing timeframes and follow up on pending verifications to ensure admissions work is completed accurately and without unnecessary delay.
- Apply CHA admissions policies and applicable NAHASDA, HUD, Rural Development, Low-Income Housing Tax Credit, fair housing, privacy, and other governing requirements consistently.
- Provide applicants with information about appropriate Tribal and community resources when needs are identified, while maintaining the boundaries of the admissions role.

- Represent CHA professionally and maintain courteous, respectful, and culturally responsive relationships with applicants, staff, Tribal programs, verification sources, and the community.
- Attend staff meetings and training relevant to admissions, eligibility, fair housing, privacy, NAHASDA, Rural Development, and Low-Income Housing Tax Credit requirements.
- Recommend admissions forms, procedures, and policy improvements to the Tenant Services Manager when recurring issues or compliance concerns are identified.

Perform other admissions-related duties assigned or delegated by the Tenant Services Manager, Executive Director, or authorized appointee.

Working knowledge, skills and abilities:

- Knowledge of or ability to learn CHA admissions policies and applicable NAHASDA, HUD, Rural Development, Low-Income Housing Tax Credit, fair housing, privacy, and other program requirements.
- Ability to interpret written policies, eligibility rules, verification documents, and program guidance and apply them consistently to individual applications.
- Ability to perform accurate mathematical computations involving income, assets, allowances, household size, rent, and homebuyer payment information.
- Proficiency with computer operations and software programs, including Microsoft Word, Excel, Outlook, electronic filing systems, and housing-management software.
- Strong office and record-management skills, including filing, typing, scanning, data entry, documentation, proofreading, and tracking deadlines.
- Clear written and verbal communication skills and the ability to explain detailed requirements in understandable terms.
- Strong organizational, time-management, problem-solving, customer-service, and follow-through skills, with the ability to manage multiple applicant files and priorities.
- Ability to maintain strict confidentiality, exercise sound judgment, recognize conflicts of interest, and handle sensitive information with discretion.
- Ability to work independently, meet established deadlines, and seek supervisory guidance when a policy exception, discrepancy, or difficult eligibility issue arises.
- Ability to work cooperatively with CHA staff, Tribal programs, verification sources, funders, and other agencies in support of accurate and timely admissions.
- Knowledge of the cultural, social, and community environment of the Lac du Flambeau Chippewa Tribe and the ability to communicate respectfully with the Tribal community and the public.

Supervisory Responsibilities: None

Education: High school diploma or equivalent required. An associate's degree in business administration, human services, public administration, or a related field is preferred. A combination of education and relevant experience that demonstrates the required knowledge and skills will be considered.

Working Environment: Work is performed primarily in an office setting with no regular exposure to adverse environmental conditions. The position requires prolonged sitting and computer use; frequent communication with applicants and staff; and occasional lifting or exertion of up to 10 pounds. Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of the position.

Native American preference will be applied in accordance with LDF-CHA Personnel Policy and applicable federal law. Employment decisions will be based on merit, qualifications, and abilities, with preference administered according to the order established by LDF-CHA policy.

Employee Acknowledgment and Signature

By signing below, the employee acknowledges receipt and reviews of this job description and the position's duties and expectations. The employee's signature does not create a contract of employment.

Employee Signature

Date