



Lac du Flambeau

Chippewa Housing Authority

554 Chicog Street • PO Box 187 • Lac du Flambeau, WI 54538
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~JOB DESCRIPTION~

Title:	Occupancy Programs Specialist
Location:	<u>Lac du Flambeau Chippewa Housing Authority</u>
Salary:	<u>\$14.00-\$16.00/hr., 40 hrs. per week</u> (based on Experience and/or Qualifications)
Fringe Benefits:	<u>Health, Dental, Optical & Matching Retirement benefits available upon completion of 90-day probationary period</u>
Supervisor:	<u>Tenant Services Manager</u>
Requirement:	<u>Mandatory Drug Test, random thereafter</u>

APPLICATION WITH RESUME DEADLINE DATE: March 24, 2023 at 4:00 p.m.

Applicants will be notified of interviews immediately after the application deadline.

Job Summary: The Occupancy Programs Specialist is responsible to manage and administer regulations, Policy and Procedures and requirements in the operations of the Chippewa Housing Authority program. The Occupancy Specialist is responsible to provide Occupancy Management Counseling and/or training sessions to tenants consisting of: annual lease agreement and requirements, annual re-evaluations, calculation of rent, preventative care and maintenance of rental units and family budgeting, etc. The Occupancy Specialist is responsible to provide information on the Chippewa Housing Authority Programs to the public.

Performance of Job Duties and Responsibilities:

- Responsible and required to compute accurate annual and/or interim income evaluation certifications for rent calculations and process other required verification documentation, complete annual and/or interim income certifications on time before the term of the lease agreement expires and explain these forms in detail with tenants;
- Required to maintain any and all future reports, documents, etc via electronic copy, as the position's duties and responsibilities require (scanning, renaming and saving properly)

- Responsible and required to understand and/or gain knowledge of the CHA program policies and procedures, Tribal ordinances and all regulations that impact the tenants and the CHA and required to inform tenant of these policies/procedures;
- Responsible and required to provide explanation of move-in/move-out inspections, results of such inspections, explanation of annual structural inspection and explanation of quarterly preventive maintenance and housekeeping inspections;
- Responsible and required to maintain an accurate waiting list of perspective eligible applicants for the Section 42 LIHTC, the USDA Multi-Family Rental Program and the Low Rental Program;
- Responsible and required to conduct quarterly preventive maintenance and housekeeping inspection reports, review and address results of inspections with tenants, where assistance is needed or required in housekeeping care, ground maintenance and other preventive maintenance of the unit and property;
- Responsible and required to conduct home visits when necessary and/or emergencies to address tenants' issues, issues from tenants and to complete any required forms and/or documents in order to accommodate the tenant and CHA to operate effective programs;
- Responsible and required to utilize Resident Contact Report form at all times when dealing with tenant issues and/or matters should it be when tenants call, during office or home visits, this also includes utilizing these forms when dealing with perspective occupants on waiting lists, other community members, Tribal agencies and programs, such as Economic Support, Tribal Court, Family Resource Center, etc.;
- Responsible and required to attend and/or participate in Occupant administrative hearings with the Executive Director, regarding lease violations and have necessary written documentation in order for such hearings;
- Responsible and required to attend and/or appear in Tribal Court regarding occupants in court ordered tenant issues/matters and have necessary written documentation in order for court hearings;
- Responsible and required to closely work with the tenant regarding Tenant Account Receivables that include delinquent rental payments, damages and work orders;
- Responsible and required to work closely with the CHA Maintenance Rehab Manager regarding schedules of production aimed at re-occupancy of vacant units, and/or units under rehab or plans of rehab repair, etc.;
- Responsible and required to prepare a routine vacant unit under Rehab report in coordination and input with the Maintenance Manager on specific or appropriate date of completion, to be submitted to the Executive Director, who will be responsible to distribute and report to the BOC and Tribal Council;

- Responsible and mandated (per law) to report any form or type of child abuse and neglect to the Indian Child Welfare office which includes housekeeping neglect where as it is unsafe and unsanitary, etc.;
- Responsible and required to provide tenant training as necessary on family budgeting and/or management and inform tenants on their responsibility to obtain renter's insurance coverage on personal contents in/around their rental unit;
- Responsible and required to attend CHA Staff administrative meetings, tenant review and Inter-Tribal Agency meetings to provide information on the CHA programs operations that are essential to staff and other program agencies;
- Responsible and mandated (per law) to maintain confidentiality of all CHA occupants, CHA employees and matters at all times, only upon release of written consent from a tenant can information be discussed to an agency, court or any individual;
- Responsible and required to establish and maintain effective working relationships with Tribal programs and/or Tribal Human Resource agencies and gain necessary knowledge of these programs for a system of referral to tenants needing assistance other than housing;
- Responsible and required to make recommendations to the Executive Director regarding CHA program policies and procedures, this includes revision required or needed;
- Responsible and required to know and/or gain knowledge of the work order system and work order billing system to tenants, this includes working closely with the Assistant Financial Officer for reasons of any disputes from tenants, or errors of billing by the CHA;
- Responsible and required to understand and/or gain knowledge on basic preventive maintenance of a unit, such as furnace filter change, etc.;
- Responsible and required to inform tenants of the Policy of Tenant Damage and set up training where as tenants can repair damages on their own through or with a Maintenance Rehab Worker;
- Responsible and required to perform other duties as assigned or delegated by the Executive Director;
- Responsible and required to hold a valid Wisconsin Driver's License and Vehicle Liability Insurance and must have own means of transportation for duties outlined;
- Responsible and required to have working knowledge and experience of cultural, social and community environment of the LDF Chippewa Tribe and organizations;
- Responsible and required to use counseling management practices, procedures and techniques that are ethical, professional, negotiated, comprisable, fair, respectful and

considerate of the tenant and the issue at hand and counseling management practices that reflect the business operations of the CHA;

- Responsible and required to attend training relevant to this position as directed or assigned by the Executive Director.

Essential Knowledge, Skills and Abilities:

Considerable knowledge of:

- NAHASDA regulations, CHA Policies and Procedures;
- Counseling skills, techniques and methods;
- Tribal, Federal and State laws/regulations, ordinances governing CHA.

Working knowledge and experience:

- Public speaking to various internal and external agencies and groups of individuals;
- Entry level or above on various computer programs;

Considerable skills in:

- Written and verbal communications;
- Perform mathematical computations;
- Identifying the needs/desires of the CHA occupants, determining methods of accomplishing those needs/desires and to analyze, negotiate and comprise problems between occupants and the CHA, effective solutions to problems that are reasonable and fair to all parties involved;
- Work effectively and well with people of varied socio-economic backgrounds.

Education Requirements:

- High school diploma or equivalent;
- Preferred Associate or Bachelor degree in Human Resources or equivalent work experience.