



~JOB DESCRIPTION~

Title:	Occupancy Specialist
Location:	Lac du Flambeau Chippewa Housing Authority
Salary:	\$19.00 - \$23.00 per hour depending on qualifications 40 Hours per week
Fringe Benefits:	Medical (Premiums Reimbursable), Dental, Optical & Matching Retirement Benefits after successful completion of 90- Day probationary period.
Supervisor:	Executive Director
Requirement:	Mandatory Drug Test, random thereafter; WI Driver's License and proof of vehicle liability insurance;
Job Qualifications:	A minimum of two years' experience in counseling services in Native American community development; High school diploma or its equivalent required, associate's degree preferred in either business administration, social work or human services type of program; A combination of education and experience that meets the knowledge and skills will be considered; Experience in real estate or apartment management environment is highly desired.

Job Summary: The Occupancy Programs Specialist is responsible for managing and administering rental property regulations, policies, procedures, and requirements in the operations of the LDF Chippewa Housing Authority. The Occupancy Specialist is also responsible for providing Occupancy Management Counseling and/or training sessions to tenants consisting of: annual lease agreement and requirements, annual re-evaluations, calculation of rent, preventative care with focus on maintenance of rental units, and family budgeting, etc. The Occupancy Specialist is also responsible for maintaining strict confidentiality with respect to CHA tenant and applicant information.

Job Duties and Responsibilities:

- Responsible for data/information collection to achieve the initial tenant eligibility and certification for occupancy to any CHA unit;
- Responsible for timely recertification and eligibility for tenant occupancy to any CHA unit;
- Monitors tenant's accounts receivable and suggests payment agreements in line with policy to prevent tenant loss of tenancy.
- Responsible for annual project reporting in the WHEDA Procorem software;
- Explain CHA Policy and compliance on the tenants "***Terms and Conditions of Occupancy***";
- Conducts and documents preventive maintenance and housekeeping inspections on a monthly, quarterly, or annual basis determined by project requirements;
- Conducts and documents home visits when necessary, and in emergencies, to address tenants' issues, mediate conflicts or disputes between tenants, informs CHA of issues in progress, and formulates plans to deal with these concerns effectively and efficiently;
- Attend and participate in Tenant Administrative Court hearings with the Executive Director regarding tenant accounts receivable, lease violations and have necessary written documentation in advance for such hearings;
- Work closely with the CHA Maintenance staff regarding schedules aimed at re-occupancy of vacant units, and/or units under rehab or plans of rehab repair, etc.;
- Documents and reports any form or type of child abuse and neglect, as required by law, to the Indian Child Welfare office and any other office as required, and which includes reporting housekeeping neglect as being unsafe and unsanitary, etc.;
- Attend weekly meetings scheduled by the Tenant Services Manager, tenant review, and Inter-Tribal Agency meetings to provide information on the CHA program's operations that are essential to staff and other program agencies;
- 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;
- Represent CHA by establishing and maintaining good rapport with the tenants and community;
- Make recommendations to the Executive Director and/or Board of Commissioners regarding CHA program policies and procedures revisions as needed;
- Provide information electronically to the CHA work order system and CHA procedures;

- Accompany CHA Maintenance and Tenant Services staff and funder personnel on tours and inspections of housing units to provide input on safety and security-related concerns;
- Attend training relevant to this position that includes HUD, Rural Development, and Low-Income Housing Tax Credits.
- Perform other duties as assigned or delegated by the Tenant Services Manager and/or Executive Director or appointee;
- Achieve and maintain certification in Low Income Housing Tax Credit programs within 2 years of employment.
- Initiate effective negotiations to problem-solve tenant issues according to CHA policy;

Working knowledge, skills and abilities:

- CHA housing policies, including NAHASDA, Tax Credits, and Rural Development rules;
- Tribal, federal, and applicable state laws or regulations governing CHA.
- Computer operations and software programs including Microsoft Word, Excel, and Outlook.
- General office skills including filing, typing, and mathematical computations;
- Written and verbal communication skills, including report writing and public speaking;
- Effectively communicates with the tribal community and with a customer-service orientation.
- Self-disciplined, works independently, and motivated to help tenants;
- Works cohesively with others, CHA staff, and Tribal and non-Tribal resources, in reaching the goals and objectives of CHA.
- Knowledge in basic and preventive maintenance of a housing unit, such as furnace filter change, etc. Inform tenants of the Policy of Tenant Damage and set up training for tenants to repair damages on their own, through or with a Maintenance Rehab Worker;
- Knowledge of cultural, social and community environment of the LDF Chippewa Tribe, community, and organizations;

Supervisory Responsibilities: None

Education: High school diploma or its equivalent required, associate's degree preferred in either business administration, social work or human services type of program; A combination of education and experience that meets the knowledge and skills will be considered.

Working Environment: Work is performed primarily in an office setting with no exposure to environmental conditions. This work requires occasional exertion of up to 10 pounds of force; requires sitting for extended periods of time.

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

