

**MAKAH TRIBE
POSITION DESCRIPTION**

JOB TITLE: Coordinator I (Tenant Services)

EXEMPT: No	JOB CODE: 4-TS T5
TARGET SALARY: \$13.56 to \$15.95/DOQ	SHIFT: M-F 8 to 5
PROGRAM: Housing	LOCATION: Housing
REPORTS TO: Resident Services Supervisor	

SUMMARY: Monitor and complete all homebuyer and tenant contractual agreements. Receive tenant payments, counsel tenants of the full responsibilities involving buying and maintain a home/rental unit. Provides all required unit inspections for assigned unit/caseload. Assist departmental staff with processing of all Makah Tribal Housing Department (MTHD) paperwork for housing and continued occupancy.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Customer Service is our first priority.

Responsible for interim and annual housing inspections on assigned caseload.

Provides all necessary written notification of program requirements and/or violations to tenants of managed housing.

Provides all pre, interim, annual, and post-occupancy counseling sessions for the purpose of homebuyer/tenants understanding of his/her obligations and responsibilities in the program.

Completes and monitor all contractual agreements.

Regularly monitors tenants' accounts to ensure all tenants are current; prepare reminders and schedule counseling appointments as needed.

Maintains, files/updates and process according to the MTHD policies/procedures and NAHASDA regulations. Ensures all required forms, reports and other documents are in the tenant files and in the proper location.

Receives payments and generates receipts and complete daily turn in log for payments received.

May assist homebuyer/tenant education. Classes are held after regular work hours.

Responsible for the intake and processing daily work orders for managed housing.

Responsible for monitoring managed housing's open work orders and reporting discrepancies to the Coordinator I (Assets/Inventory).

Responsible for completion and submission of a weekly activity reports to supervisor.

Types and reproduces a variety of daily correspondences and documents. This includes, but is not limited to memorandums, letters, budgets, reports, presentations, directories, and forms.

Works as a team with co-workers to independently resolve daily clientele issues prior to consulting with supervisor.

Participates in weekly coordinator meetings to facilitate efficient communication within the MTHD.

Document all client communication in the Housing Data System (HDS).

Scan all documents into Fileniche and update Fileniche documents as needed.

Advise and assist the general public and tenants in acquiring and understanding of the programs in which the MTHD participates.

QUALIFICATIONS

EDUCATION and/or EXPERIENCE

High School Diploma or general education degree (GED).

One year experience and/or training which demonstrates the ability to perform the work.

LANGUAGE SKILLS

Ability to read and interpret documents such as contractual agreements, program regulations, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of community members, other organizations and employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid Washington state Drivers license and insurable. A certified copy of an individual's driving records for the past three years of operation, obtained from the Department of Motor Vehicles in the state in which the driver's license is issued will be conduct upon hire.

This position is classified as sensitive Tribal position; therefore, applicant must authorize a background investigation in order to be considered for an interview.

Must be bondable.

OTHER QUALIFICATIONS

OTHER SKILLS AND ABILITIES

Computer experience is required. Must have a working competence in computer applications and the ability to use Word, Excel, PowerPoint, Internet, e-mail, Housing Data System, records; digitization and digital camera records filing and Fileniche software and other related programs experience is preferred.

Demonstrated proficiency in the operation of office machines including typewriter, copier, calculator, scanner, digital camera, fax machine and stamp machine.

Knowledge of correct English usage, grammar, spelling, punctuation, and business letter and report writing.

Ability to listen, observe and record a variety of information.

Ability to maintain an efficient, courteous and diplomatic manner at all times when assisting employees, housing clientele, which includes low-income, elderly and disabled persons, and the public, in a courteous, helpful and effective manner, contributing to a positive work environment.

Must have the ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing, and prioritizing work, to meet deadlines, and ensure accuracy in completing work.

Ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary, and to work independently.

Knowledge of tribal procedures and ability to perform work and accomplish tasks in accordance with established policies and procedures, practices, and priorities, of the office and Tribal organization.

Must have knowledge of grant preparation, contract development and submission process.

Ability to maintain strict confidentiality of records and information pertinent to the nature of work.

Ability to write routine reports and correspondence.

Must have demonstrated knowledge of filing systems and strong filing skills.

Must have the ability to answer and route telephone calls.

Must have the ability to collect rents and homebuyers payments.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit.

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly exposed to office setting. The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice.

Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCESS:

Submit a Tribal Application for this position with supporting documentation to:

Makah Tribal Council

OPEN: August 12, 2019

Human Resources
P.O. Box 115
71 Makah Bay Drive
Neah Bay, WA 98357
Fax: (360) 645-3123
E-mail: katherine.thompson@makah.com

CLOSE: August 23, 2019

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.