

**MAKAH TRIBE  
POSITION DESCRIPTION**

**JOB TITLE: Resident Services Supervisor**

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<b>EXEMPT:</b> Yes	<b>JOB CODE:</b> 3-SS T4
<b>TARGET SALARY:</b> \$17.26 to \$20.30/DOQ	<b>SHIFT:</b> M-F 8 to 5
<b>PROGRAM:</b> Resident Services	<b>LOCATION:</b> Housing
<b>REPORTS TO:</b> Assistant Housing Director	

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**SUMMARY:** Provide management, supervision, training, integration, and coordination of program activities to Residential Service programs. Ensure compliance and enforcement within the Resident Services program by performing the following duties.

**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.

Responsible for Managed Housing Agreements/Contracts and other programs as related to the clients of Makah Tribal Housing Department (MTHD).

Responsible to closely monitor all Homebuyer/Tenant accounts to ensure payments are being collected.

Ensure compliance and enforcement of all contractual agreements are met, including but not limited to: payment compliance, contractual compliance and compliance with Tribal laws (i.e., pet laws, junk vehicle laws, and noise regulations, etc.).

Prepare Compliance Notification and Notice of Demand letters for customers and tenants when out of compliance.

Calculates costs associated with rents, including deposits, move-in/move-out, annual and interim and provides notifications to clients regarding determinations.

Ensure client income computations, annual re-certifications, credit and/or background checks, and other related research needed to manage the programs are completed and maintained.

Maintain a client application system and coordinate the waiting-list selection process for homebuyer, rental and transfer program for all MTHD programs requiring a waiting list.

Is the lead staff person for Resident Services and works closely with other programs of the MTHD to coordinate client services.

Participates in tenant screening and selection progress.

Maintain all applicant, tenant, background/credit, and client files to ensure all client files are in compliance with regulations.

Assists the Director and Assistant Director in updating any and all policies and procedures and development of desk manuals. May assist with grant/contract reporting.

**SUPERVISORY RESPONSIBILITIES:**

Directly supervises up to 4 employees in the Resident Services program. Caries out supervisory responsibilities in accordance with the organization's policies applicable laws. Responsibilities include interviewing, and training employees; planning, assigning, and disciplining employee, addressing complaints and resolving problems.

**QUALIFICATIONS**

**EDUCATION and/or EXPERIENCE**

Associate's degree (A. A.) or equivalent from two-year College or technical school;

Must have a minimum of two years experience in program management and development.

Must have a minimum of two years supervisory experience.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or 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 a sensitive Tribal position. Therefore, applicant must submit to and clear a pre-employment criminal background check.

## **OTHER QUALIFICATIONS**

### **OTHER SKILLS AND ABILITIES**

Computer experience is required. Must have ability to work with programs such as Word, Excel, PowerPoint, and email. Additional software program experience is preferred.

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

Ability to establish and maintain effective working relationships with other employees, tenants, and the public, including low-income, elderly, and disabled persons and, to give information regarding grounds, building facilities, and applicable policies and regulations, 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.

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

Must have proven experience in grant writing and submission process and be able to develop programs as a team and meet deadlines.

Ability to prepare and submit reports as required.

Must have strong organizational and time management skills.

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 stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must regularly lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; explosives; risk of radiation; and vibration. The noise level in the work environment is usually very loud.

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

**OPEN: August 5, 2019**  
**CLOSE: August 16, 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.