

**MAKAH TRIBE  
POSITION DESCRIPTION**

**JOB TITLE: Housing Services Coordinator II (Tenant Services)**

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<b>EXEMPT:</b> No	<b>JOB CODE:</b> 4-TS T6
<b>TARGET SALARY:</b> \$17.91-\$19.90/DOQ	<b>SHIFT:</b> M-F 8 to 5
<b>PROGRAM:</b> Housing	<b>LOCATION:</b> Housing
<b>REPORTS TO:</b> Compliance & Enforcement Supervisor	

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**SUMMARY:** Responsible for the coordination of Housing Services by monitoring assigned programs for NAHASDA requirements. Coordinates with Housing Staff to ensure the Department's administrative functions are met.

**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.

Monitors and completes all homebuyer and tenant contractual agreements.

Tracks tenant payments, counsel tenants of the full responsibilities involving buying and maintaining 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

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.

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 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.

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

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

Administrative duties:

- Assists with planning, coordinating and/or participating in meetings, seminars, workshops, conferences, and in-service training sessions or related activities as assigned by the Director and/or Assistant Director's absence.
- Takes notes at meetings as directed by Director (Management Team, Coordinators meetings, Staff meetings, etc.)
- Answers, screen, forward calls to and take messages for the Housing Director (HD), or to the appropriate person.
- Acts as the Grievance Secretary for Housing Residents and Applicants.
- Responsible for monitoring managed housing's open work orders and reporting discrepancies to management.
- Monitor and reconcile project costs to HDS (Work Orders)
- Document client/tenant communication in the Housing Data System (HDS)

## **QUALIFICATIONS**

### **EDUCATION and/or EXPERIENCE**

High School Diploma or general education degree (GED).

Two years clerical or administrative experience

### **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**  
**Human Resources**  
**P.O. Box 115, Bldg. 71**  
**Neah Bay, WA 98357**  
**Fax: (360) 645-3123**  
**E-mail: [hr@makah.com](mailto:hr@makah.com) (PLEASE NOTE NEW EMAIL ADDRESS)**

**OPEN: November 25, 2024**  
**CLOSE: December 12, 2024**

## **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, gender identity, 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.