PERSONNEL

CHEYENNE & ARAPAHO TRIBES

P.O. Box 167
Concho, OK 73022
(405) 422-7498
FAX (405) 422-8222

Vacancy Announcement

POSITION TITLE: Resident Services Coordinator
IMMEDIATE SUPERVISOR: Executive Director
CLASSIFICATION: Full/Permanent
Issued: November 28, 2016 Until Filled

Summary: Incumbent shall work under the general supervision of the Executive Director and shall supervise delegated staff to manage the normal daily operations in specified areas.

DUTIES AND RESPONSIBILITIES:

- Ability to maintain and manage an orderly office environment
- Manages and supervises Resident Services staff
- Creates and manages a log of cases being handled by Housing Specialists
- Ensures Housing Specialists meet regularly with their homebuyers
- Ensures Housing Specialists perform annual re-certifications with homebuyers
- Prepares working TAR's reports for Housing Specialists
- Ensures Housing Specialists send out all delinquent notices to residents
- Supervises Collection & Eviction methods and procedures in Resident Services
- Supervises entering and retrieving of data on HDS for Housing Specialist's weekly activities
- Ensures staff maintains and files all homebuyer documents, including payback and chargeback agreements in resident files
- Ensures Waiting List is maintained and properly administered as per policy
- Works with staff to prepare MHOA's with New Homebuyers
- Oversees the preparation of new Homebuyers files
- Alerts Resident Services staff to problems with completeness of records
- Manages correspondence for Resident Services program
- Ensures staff follows office procedures in preparation of Purchase Requisitions and Purchase Orders for homebuyer repairs
- Manages the required annual homebuyer inspections
- Reviews MEPA Requests for eligibility, policy, and Federal requirements
- Prepare debt service and depreciation schedules and reports as required
- Required to become knowledgeable in all HUD rules and regulations governing the Department of Housing

- Keeps abreast of changes through reading and attendance at all HUD approved training seminars
- Assures that the Department of Housing complies with all HUD and Housing procurement policies, procedures, and regulations
- Manages and organizes community meetings
- Participates in training to improve ability as required by the Executive Director
- Develops and implements effective procedures for management of delinquent accounts and areas of non-compliance with contract agreements
- Develops and catalogues referral services for tenants and participants
- Prepares and maintains log for all court order Payback Agreements
- Prepare files for court evictions and sends case files to the attorney
- Attends court for evictions
- Primary contact for city code violations/police reports
- Oversees the Independent Living Center (ILC) staff
- Ensures monthly and annual reports are submitted as required
- Ensures Waiting List is maintained
- Manages Collections and Evictions for ILC
- Researches, writes and arranges for the publication and distribution of press releases, newspaper articles, bulletins, pamphlets other news and promotional materials concerning county government programs, services, accomplishments and events of public interest
- Attends staff meetings and BOC community meetings as required for program purpose
- Maintains confidentiality of all information processed at all times
- Performs other duties as required or assigned

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's Degree from an accredited college in a related business field and/ or four years of acceptable work experience prior to employment
- Must satisfactorily complete an Indian Housing Occupancy Certification course within one year of employment in this position
- Ability to supervise other employees in the department
- Must have excellent verbal and written communication skills
- Required to be computer literate
- Capable of transcribing oral and/or recorded dictation
- Ability to type a minimum of forty-five words per minute
- Knowledge of general office procedures: answer telephones, greet visitors, provide information, propose needed changes, and basic bookkeeping procedures
- Proven ability to tactfully and effectively advise individuals
- Good working knowledge of established policies, regulations, and procedures
- Required to dress in a professional manner at all times
- Ability to effectively present information to others, over the phone, by email and in person

- Ability to remain composed under **stressful conditions** and to draw appropriate conclusions on specific issues dealing with occupancy
- Ability to shift thought processes quickly and accurately from one matter to another; must be flexible
- Ability to oversee a variety of legislation without direct supervision
- Ability to research specific constituent cases, provide a concise thorough response and recommend a course of action(s) to the constituent
- Ability to define problems, collects data, establish details and draw valid conclusions
- Must learn Housing Authority's Admission & Occupancy Policies
- Must be willing to travel within the service area to conduct home visits
- Knowledge of the requirements of the Freedom of Information Act and Privacy Act
- Ability to manage a program with diverse activities
- Must be willing to travel for training
- Must possess a valid Oklahoma driver's license and be insurable
- Must be able to pass a pre-hire drug screening

SALARY: Negotiable, depending on qualifications and experience.

APPLICATION PROCEDURE: Submit Tribal Application, Resume, Transcripts, Diploma, Certifications, License and CDIB to:

Cheyenne-Arapaho Tribes of Oklahoma
Personnel Department
P.O. Box 167
Concho, OK 73022
Or e-mail: atisdale@c-a-tribes.org
Office (405) 422-7498
Fax (405) 422-8222
Toll Free 1 (800) 247-4612 ext. 27498

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