



MESCALERO APACHE TRIBE

Tenant Services Manager

Job Announcement

Position Title:	Resident Service Manager	
Department:	Housing	
Employment Status:	-Exempt	Grade: E-2
Opening date: August 25, 2020	open until filled	

Job Summary

Responsible for directing all aspects of the Tenant Services Program; and to supervise all Tenant Services Representatives, Compliance Officer, and Collection Officer.

Duties and Responsibilities

- Implement occupancy and relocation policies, programs, and practices in accordance with federal, state, and tribal laws, regulations, and guidelines.
- Stays abreast of changes in the laws, rules, and regulations impacting HUD housing services programs, tenants and occupancy operations.
- Prepares responses to any occupancy-related operational finding for review and approval by the Executive Director.
- Manage and administer the occupancy of HUD-assisted housing units, tenants, tenant relations, housing operations and management activities.
- Provide technical assistance and supervision of Tenant Services Representatives, Compliance Officer, and Collections Officer.
- Provides direction and program guidance for the Tenant Services Section.
- Manage and administer Waiting Lists, Occupancy Reports and Recertification Reports.
- Ensures compliance with all rules and regulations for funding sources for Low Income Housing Tax Credit, HOME, NAHASDA, 1937 Housing Act, etc.
- Prepare technical reports to oversight agencies, auditors, investors, and partners for compliance purposes.
- Develop program operations reports, annual performance reports, corrective action reports to appropriate agencies and management including funding sources.
- Coordinates with maintenance supervisor on completion of work orders, annual inspections, quality control inspections, move-in inspections, and addressing critical health/safety issues.
- Conduct periodic employee performance evaluations, employee improvement plans, and issuance of progressive disciplinary actions where required.
- Conduct regular self-monitoring evaluations, peer audits, and other required reviews.
- Manage day-to-day tenant services operations, monitor revenue and expenditures.
- Provide the highest level of customer service to on-site staff, residents, prospects and vendors.
- Develop existing and new relationships with clients.
- Review and negotiate service contracts.
- Assist in property acquisitions, site development including working with stakeholders in project development.
- Assist in the development and successfully implement capital and operational budgets.

- Handle and/or assist with all resident problems.
- Audit resident files on a regular basis, paying attention to proper documentation ensuring compliance procedures are being followed.
- Maintain reasonable awareness of relevant laws and agency regulations, including but not limited to fair housing, sexual harassment, disability accommodations, and landlord tenant relationships as they apply to the policies and procedures of the company and the communities.
- Inspect the properties on a regular basis for safety hazards, property damage, and needed repairs by maintenance staff.
- Follow up on repairs to verify completion and compliance with standards, property, government agencies, company safety policies and risk management procedures.
- Make recommendations for major physical repairs, replacements, and improvements.
- Assist Executive Director and Accounting Department in preparation of monthly financial accounting reports and explanation of budget variances.
- Assist Executive Director with preparing management plans, marketing plans, vendor contracts, and budgets.
- Approve invoices for payment that exceed maximum spending amounts allocated to site staff.
- Ensure payroll information is reported to Accounting Department on time.
- Other duties not listed above as directed.

Minimum Qualifications

- High School Diploma or GED.
- Four (4) years of progressively responsible experience, which includes alternative housing, affordable housing, tenant relations, accounting, collections, occupancy inventory and audit activities.
- Preferred Bachelor's degree in Business Administration, Sociology or equivalent combination of education, training, and experience that provides the required knowledge and duties.
- Must have a valid NM Driver's License.
- Must successfully pass a pre-employment drug/alcohol screen background investigation.
- Housing Credit Certified Professional (HCCP) certification or must obtain within one (1) year of employment.

Tribal preference and Native American Indian preference shall apply to all positions.

Knowledge, Skills and Abilities

- Knowledge of HUD regulations and Housing Authority's Policies and Procedures.
- Knowledge of records management and basic accounting procedures.
- Exceptional scheduling and organizational skills.
- Computer literate; specifically, MS Word, Excel (advanced level preferred) and Outlook for Windows.
- Exceptional written and oral communication skills.
- Must maintain an operational vehicle and possess valid automobile insurance at all times.
- Knowledge of Fair Housing laws.
- Knowledge of revenue management software, HDS software and Microix, preferred.
- Minimum three years' experience supervising others, preferably on-site.
- Ability to manage finances and work within a budget.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Ability to write clear and concise reports, memoranda, directives and letters.

- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to represent the organization in a professional manner, building respect and confidence.
- Ability to maintain confidentiality.
- Ability to deliver and prepare presentations.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.
- Ability to work independently with minimal supervision.
- Ability to understand and interpret investigation results.

Physical Demands

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk. The employee occasionally is required to stand; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is generally performed in an office environment. Evening, weekend, and holiday work is required. Extended hours and irregular shifts may be required. Travel to tenants' home may be required.