



MESCALERO APACHE TRIBE

Job Announcement

Position Title:	Tenant Services Manager	
Department:	Housing	
Employment Status:	Exempt	Grade: E3
Opening date:	January 29, 2024	Closing date: Open until filled

Job Summary

Accomplishes the Tenant Housing's Department's strategic objectives by planning, organizing, and supervising all functions required to operate and maintain program activities. Ensures compliance with all laws and regulations for the units.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

Duties and Responsibilities

- Improves staff effectiveness by hiring, counseling, training and recommending disciplinary action for employees; planning, delegating, monitoring, and appraising job tasks and results in a timely manner.
- Ensures appropriate departmental staffing levels based on efficiency and cost effectiveness; yet, maintaining operational requirements as dictated by internal controls and management.
- Develops weekly staffing schedule and daily assignments to staff.
- Establishes, implements, and communicates goals, objectives, policies, and procedures in accordance with strategic plan.
- Achieves financial objectives by preparing and administering the annual budget, inclusive of operational plans and objectives, and recommends staffing and expenditures.
- Evaluates all programs to plan and implement priorities to meet the needs of the community and grants.
- Implements occupancy and relocation policies, programs, and practices in accordance with Federal, State, and Tribal laws, regulations, and guidelines.
- Ensures all certifications/recertification's on applicant eligibility and payment ability is completed and finalized.
- Assists tenants with applications, work orders and re-certifications.
- Oversees the management and occupancy of MAHA-assisted housing units, including oversight of the following: Tenant Accounts and Tenant Relations and Housing Operations and Management.
- Communicates and counsels tenants in regards to their accounts.
- Maintains a comprehensive network with other public housing associations, landlords, and relevant agencies and programs for tenants and landlords.
- Ensures that all required documentation and reports are submitted on these activities; lease agreements, timely payments, necessary counseling and as last resort enforcement and court actions.
- Represents MAHA in tribal court for collections and termination actions.
- Prepares interdepartmental and outgoing correspondence, reports, minutes, agendas, memos, forms, directories, and other documents and communications.
- Stays abreast of all changes in the laws and regulations affecting tenant and homebuyer occupancy programs.

- Prepares responses to any occupancy-related operational finding for review and approval by the Executive Director.
- Prepares and presents reports on the status, activities, and plans for current and future operations.
- **Performs other duties as assigned.**

Minimum Qualifications

- Associate's Degree in Social Sciences, Business or related field. Bachelor's Degree *preferred*.
- Five years' experience with tenant or property management. One year in a manager or supervisory capacity.
- Housing, education, occupancy, collection, termination certifications preferred.
- Must have a valid NM Driver's License.
- Must successfully pass a pre-employment drug/alcohol screen and background investigation.

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

Knowledge, Skills and Abilities

- Knowledge of applicable federal, state, tribal, county, and local laws, regulations, and requirements.
- Knowledge of the local, state, tribal, and federal laws governing Indian and other subsidized housing programs, including health and fire regulations, landlord/tenant relationships, and evictions.
- Knowledge of social economic problems related to housing of low and middle income groups.
- Knowledge of modern office practices, procedures, and equipment.
- Knowledge of records management and basic accounting procedures.
- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).
- Skill in preparing reports and correspondence.
- Skill in budget preparation and administration.
- Skill in providing leadership to, supervising, training, and evaluating assigned staff.
- 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 interpret policies, procedures, laws, and regulations.
- Ability to maintain confidentiality.
- Ability to work independently and meet strict time lines.
- Ability to make solid decisions and exercise independent judgment.
- Ability to be persuasive and tactful in controversial situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to prepare accurate, complete, and legible reports and create and present detailed, accurate, objective, and effective speeches and presentations.

Physical Demands

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

Work Environment

Work is performed indoors and classroom environment with a moderate noise level. Evening, weekend, and/or holiday may be required. Extended hours and irregular shifts may be required.