



MESCALERO APACHE TRIBE Job Announcement

Position Title: Tenant Services Representative
Department: Housing (MAHA)
Employment Status: Non-Exempt **Grade:** NE6

Date opened: August 5, 2020 **Closing:** Open Until Filled

Job Summary

Maintains communication between Housing Authority individuals and tenants. Ensure tenant is within compliance with rules, regulations, payments and policies. Ensures **strict confidentially** of all information.

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

- Assists individuals to assure as near to completion as possible of the application package to enhance the orderly review and processing toward the determination of eligibility and placement on the waiting list for assisted housing.
- Processes new tenants by verifying application data is correct, and explains tenant lease and rules and regulations to tenants.
- Conducts annual recertification for tenants.
- Prepares and distributes memoranda, notices and participant information.
- Keeps participants updated on their individual account status.
- Counsel's tenants/homeowners as needed concerning payments, send Notices of Non-compliance, Termination and Notice to Vacate, as necessary.
- Directs participants to the appropriate department for maintenance requests.
- Documents and files all participant's correspondence.
- Calculates annual and interim rents according to policy.
- Reviews lease and ensure that applicant is aware of tenant responsibilities.
- Maintains tenant physical files, documenting all activities.
- Monitors resident's compliance of Housing lease, policies, and rules and regulations.
- Updates participants regarding changes in MAHA policies and procedures.
- Conducts community meetings, as necessary.
- Prepares reports as requested.
- Keeps Housing department updated on tenants' accounts and household information.
- Responds to tenant complaints and concerns in a timely manner and responsible for follow-up and research all reported noncompliance activities.
- Refers tenant to eligible services.
- Strictly adhere to confidentiality requirements.
- Attends all required meetings and required functions as requested.
- Performs other duties as assigned.

Minimum Qualifications

- High School Diploma or GED.
- Two years tenant management, HUD, counseling or related experience.
- Must have a valid NM Driver's License.
- Must successfully pass a pre-employment drug/alcohol screen background investigation.

Tribal preference and Native American Indian preference and Veteran 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.
- 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 is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work performed is generally 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.