

## Colville Indian Housing Authority

## Position Description

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| Position: Occupancy Specialist I                      | Position Number:                       |
| Department/Site: Resident Services / Nespelem         | FLSA: Non-exempt                       |
| Reports to/Evaluated by: Resident Services Supervisor | Salary Grade: 114<br>\$17.63 - \$23.82 |

### **Summary**

Oversees and performs administrative duties, including (but not limited to) customer service, greeting clients, answering and making phone calls, records & file management, assists applicants and/or residents of housing programs with the goal of achieving maximum residency. Assesses eligibility, and collects required information to certify eligibility.

### **Distinguishing Career Features**

The Occupancy Specialist I represents the first level in a career path encompassing Housing's Admissions and Occupancy work. The Occupancy Specialist I requires at least two years in an office setting or equivalent capacity elsewhere. The Occupancy Specialist I requires competencies such as the ability to communicate, problem-solve, independently carry out assigned tasks, and collect and organize data for wait-list reports.

### **Essential Duties and Responsibilities**

- Accepts and processes housing applications and completes income/background/utility verifications to determine eligibility. Organizes and prioritizes workflow.
- Screens applicants for admission into Housing program and maintains waiting list. Ensures all required information and/or data is received and verified. Communicates with applicants regarding updates.
- Responds to inquiries and conveys information about program and services provided by the organization. Interprets and conveys policies and procedures, referring difficult or sensitive matters to the appropriate supervisor or manager.
- Enters applicant data into Housing Data Base, ensuring accuracy and timely entries.
- Maintains Tribal HUD-VASH program, applicant intake, preparing lease agreement, perform move-in inspection, and conduct move-in orientation, counsel's tenants on their lease agreements, program policies and complete and distribute move-in memorandum. May assist other tenant/homebuyer units, as directed by Supervisor.
- May assist as needed to conduct move-in and annual inspections and ensures follow up inspections are completed on other CIHA managed units. Ensures all inspections are scheduled, performed, reported and entered into database in a timely manner as established through policy and procedures.
- Performs intermittent and annual re-certifications of household incomes and family compensation for Tribal HUD-VASH tenants.
- Calculates monthly rental payments based on tenant's income, and established policies &

procedures and federal regulations.

- Read and reviews tenant ledger with tenants, explaining the breakdown of payments and any charges to the account.
- May assist as needed to complete move-in's and move-out's, enters information into data base and prepares memoranda and disseminates information out to appropriate staff.
- Maintains confidentiality and secures files.
- Maintains accurate reports and records as outlined in established policies and procedures.
- Scans and enters records into CIHA's records management database.
- Provides backup support for Resident Services Specialist and front office Administrative Assistant, as needed.
- Travel is required to all districts (Nespelem, Omak, Inchelium and Keller).
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

Requires working knowledge of modern office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires working knowledge of department operations, policies, procedures, and calendars. Requires a working knowledge of, and skill at using personal computer based software programs that support this level of work, including but not limited to word processing, spreadsheet, basic presentation graphics, special applications used by the organization unit, and data entry onto custom databases. Requires sufficient knowledge of proper English usage, grammar, spelling, and punctuation to prepare professional correspondence. Requires sufficient human relations skill to work productively and cooperatively with diverse teams, exercise patience when dealing with internal and external customers, and convey technical concepts.

### **▪ Abilities**

Requires the ability to independently perform all of the duties of the position. Must be able to learn, interpret, explain and apply knowledge of the organization's services, operations, programs, functions, special terminology used in day-to-day operations, and to relieve others of a variety of administrative details. Requires the ability enter, import, and export data to and from databases. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to communicate with management, staff, and the community using patience and courtesy, and in a manner that reflects positively on the organization.

### **▪ Physical Abilities**

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to sit for extended periods of time, to utilize microcomputers and peripheral equipment, accomplish other desktop work, and to move to various office and community locations. Requires the

ability to use near vision to read printed materials. Requires auditory ability to carry on conversations in person and over the phone. Requires the ability to retrieve work materials from overhead, waist, and ground level files. Requires manual and finger dexterity to write, use a pointing device and keyboard at an acceptable rate that meets department deadlines and accuracy standards, operate microcomputer, and use other standardized office equipment, almost constantly requiring repetitive motions.

- **Education and Experience**

The position requires a high school diploma or GED plus two years of successful and responsible work experience in an office setting or equivalent capacity.

- **Licenses and Certificates**

Requires a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist. On occasion work is performed outdoors.

**This position is subject to background check and pre-employment drug screen.**

**CLOSING DATE:** Open until filled – 1<sup>st</sup> review December 12, 2023. Applications must be received by 1:00 PM

**INFORMATION:** Attention: Tauni Marchand, P.O. Box 528, Nespelem WA 99155 [tauni.marchand@colvilletribes.com](mailto:tauni.marchand@colvilletribes.com)

To apply for position, please visit: [www.colvilleiha.org](http://www.colvilleiha.org)

Indian Preference will apply; preference will also be given to honorable discharged veterans who are minimally qualified. Posted 11/28/2023