

KARUK TRIBE HOUSING AUTHORITY

P.O. Box 1159 • 635 Jacobs Way
Happy Camp, CA 96039
Ph: (530) 493-1414 • Fax: (530) 493-1415



1836 Apsuun Street
Yreka, CA 96097
Ph: (530) 842-1644 • Fax: (530) 842-1646

Vacancy Announcement

Title: Tenant Relations Officer (TRO)

Reports To: Tenant Relations Manager

Location: Happy Camp

Assigned Work Location: Not Eligible

Salary: \$20.00 to \$26.00 per hour, DOE

Summary: The Tenant Relations Officer (TRO), under the supervision of the Tenant Relations Manager, maintains effective relationships between tenants and the Karuk Tribe Housing Authority (KTHA) while providing allowable housing programs and services in a manner consistent with the mission of the KTHA. The TRO shall be understanding of, and sensitive to, the needs and circumstances of tenants while at the same time ensuring that tenants comply with the terms and conditions of their tenancy, within applicable policies, procedures, and funding regulations.

Classification: Full Time, Regular, Non-Exempt, Non-Entry Level

***Please Note: A Skills Test will be Administered Prior to Interview!**

Application Deadline: December 5, 2024 by 5:00 PM

Applications are available at all Tribal Offices or on the Internet at www.karuk.us. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply.

If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.karuk.us **or by contacting the Human Resources Department, Telephone (530) 493-1600 ext. 2043 or 2038, Fax: (855) 437-7888, Email: humanresources@karuk.us**

POSITION DESCRIPTION

Title: Tenant Relations Officer (TRO)

Reports To: Tenant Relations Manager

Location: Happy Camp

Assigned Work

Location: Not Eligible

Salary: \$20.00 to \$26.00 per hour, DOE

Summary: The Tenant Relations Officer (TRO), under the supervision of the Tenant Relations Manager, maintains effective relationships between tenants and the Karuk Tribe Housing Authority (KTHA) while providing allowable housing programs and services in a manner consistent with the mission of the KTHA. The TRO shall be understanding of, and sensitive to, the needs and circumstances of tenants while at the same time ensuring that tenants comply with the terms and conditions of their tenancy, within applicable policies, procedures, and funding regulations.

Classification: Full Time, Regular, Non-Exempt, Non-Entry Level

Responsibilities:

1. Processes new tenants by verifying application data is correct, and explaining tenant leases, rules & regulations.
2. Performs annual, move-in, and move-out inspections.
3. Calculates annual and interim rents in compliance with occupancy policy.
4. Reviews lease agreement, obtain required signatures, and ensure that applicant is aware of tenant's responsibilities.
5. Works with maintenance to complete inspections and safety items as needed and/or required.
6. Processes tenant charges for damages or other maintenance charges with maintenance staff input.
7. Organizes and maintains complete tenant files, documenting all activities and interactions with tenant. Maintains tenant balance sheets for all tenants.
8. Monitors tenant compliance with the lease agreements, policies, rules & regulations.
9. Responds to tenant complaints and concerns, follow-up, and research possible criminal activities.

10. Utilizes collection, delinquency, and grievance procedures.
11. Refers tenant to services as required.
12. Provides billing data to the Finance department on a monthly basis.
13. Enters data into the Housing Data Systems (HDS) system as required.
14. Monitors changes in program regulations and requirements and recommends revisions to policies, procedures, and forms to supervisor as needed.
15. Ensures compliance with requirements of Low-Income Housing Tax Credit (LIHTC) units which may vary from Department of Housing and Urban Development (HUD) funded units.
16. Collects data and prepare and submit reports to tax credit syndicators, investors, funding sources, and government agencies, as required.
17. Prepares for and participates in required program reviews by outside entities.
18. Adheres to confidentiality requirements as detailed in the Tribe's Confidentiality Policy.
19. Organizes and tracks all Tenant Relations activities and submits written reports to the Board of Commissioners on a monthly basis.
20. Attends Board of Commissioners meetings as required.
21. Is available for local and out of the area travel as required for job related training. Attends all required meetings and functions as requested.
22. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

Qualifications:

1. Has the ability to work effectively with Native American people in culturally diverse environments.
2. Has the ability to manage time well and work under stressful conditions with an even temperament.
3. Has the ability to establish and maintain harmonious working relationships with other employees, tenants and the public. Excellent customer service skills are highly desired.
4. Has the ability to understand and follow oral and written instructions.

Requirements:

1. Must possess high school diploma or equivalent.
2. Must possess a two-year degree (AA/AS) from an accredited college in a related field (ex; business administration, finance, real estate, property management); progressively responsible work experience in a similar occupation may be substituted for the educational requirement (two years' experience, equals one year of education).

3. Must have, or obtain within set timeframe, LIHTC Certification and maintain certification (if assigned LIHTC units).
4. Must have demonstrated knowledge of eligibility-based assistance programs.
5. Must be a self-starter, well organized, and able to accomplish multiple tasks simultaneously. Must be able to self-prioritize to ensure timely completion of tasks.
6. Must have strong writing skills.
7. Must have demonstrated ability to speak clearly and assertively in face-to-face, as well as telephone communications.
8. Must have the ability to type 40-50 words per minute.
9. Must have strong computer literacy skills, including but not limited to Microsoft Office programs.
10. Must have excellent math skills in order to calculate rent amounts and reconcile accounts.
11. Must possess valid driver's license, good driving record, and be insurable by Housing's insurance carrier.
12. Must successfully pass a pre-employment drug screening test and meet Karuk Tribe Housing Authority criminal history requirements.

Tribal Preference Policy: In accordance with the TERO Ordinance, Tribal Preference will be observed in hiring.

Veteran's Preference: It shall be the policy of the Karuk Tribe to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

Committee Approved:

Employee's Signature: _____