

# KARUK TRIBE HOUSING AUTHORITY

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## Vacancy Announcement

**Title:** Tenant Relations Officer

**Reports To:** Assistant Director / Operations Manager

**Location:** Orleans, CA

**Salary:** \$19.00 to \$25.00 per hour, depending on experience

**Summary:** The Tenant Relations Officer (TRO), under the supervision of the Assistant Director / Operations 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

### **Application Deadline: Open Until Filled**

**\*\*Skills Test Required Prior to Interview\*\***

Applications are available at all Tribal Offices or on the Internet at [www.karuk.us](http://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](http://www.karuk.us) or by contacting the Human Resources Department, Telephone (530) 493-1600 ext. 2038, Fax: (855) 437-7888, Email: [Humanresources@karuk.us](mailto:Humanresources@karuk.us)

## **POSITION DESCRIPTION**

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**Responsibilities:**

1. Shall process new tenants by verifying application data is correct, and explaining tenant lease and rules and regulations.
2. Shall perform annual, move-in, and move-out inspections.
3. Shall calculate annual and interim rents according to occupancy policy.
4. Shall review lease agreement, obtain required signatures, and ensure that applicant is aware of tenant's responsibilities.
5. Shall work with maintenance to complete inspections and safety items as needed and/or required.
6. Shall process tenant charges for damages or other maintenance charges with maintenance staff input.
7. Shall organize and maintain complete tenant files, documenting all activities and interactions with tenant. Shall maintain tenant balance sheets for all tenants.
8. Shall monitor tenant compliance with the lease agreement, policies, rules and regulations.
9. Shall respond to tenant complaints and concerns, follow-up, and research possible criminal activities.
10. Shall utilize collection, delinquency, and grievance procedures.
11. Shall refer tenant to services as required.
12. Shall provide billing data to the Finance department on a monthly basis.
13. Shall enter data into the HDS system as required.

14. Shall monitor changes in program regulations and requirements and recommend revisions to policies, procedures, and forms to supervisor as needed.
15. Shall ensure compliance with requirements of Low Income Housing Tax Credit (LIHTC) units which may vary from HUD funded units.
16. Shall collect data and prepare and submit reports to tax credit syndicators, investors, funding sources, and government agencies as required.
17. Shall prepare for and participate in required LIHTC program reviews by outside entities.
18. Shall strictly adhere to confidentiality requirements.
19. Shall organize and track all Tenant Relations activities and submit written reports to the Board of Commissioners on a monthly basis.
20. Shall attend Board of Commissioners meetings as requested.
21. Shall be available for local and out of the area travel as required for job related training. Shall attend 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. Have the ability to work effectively with Native American people in culturally diverse environments.
2. Have the ability to manage time well and work under stressful conditions with an even temperament.
3. Have the ability to establish and maintain harmonious working relationships with other employees, tenants and the public. Excellent customer service skills are highly desired.
4. Have 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 from an accredited college in a related field; progressively responsible work experience in a similar occupation may be substituted for the educational requirement (two years' of experience equals one year education).
3. Must have, or obtain within set timeframe, Low Income Housing Tax Credit (LIHTC) Certification and maintain certification.
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 adhere to confidentiality policy.
13. 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.

**Board Approved:** March 15, 2016, Revised May 2, 2016, Revised October 17, 2022, February 22, 2023

**Council Approved:** March 15, 2016, Revised May 26, 2016

**Chairman's Signature:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_