



## The Klamath Tribes

501 Chiloquin Blvd/P.O. Box 436  
Chiloquin, Oregon 97624

Phone: (541) 783-2219

HR Fax: (541) 783-2836

EXEMPT \_\_\_\_\_  
NON-EXEMPT X

OPEN: 06/14/22

CLOSE: 06/29/22

### POSITION DESCRIPTION

**POSITION:** LOW RENT PROGRAM COORDINATOR

**RESPONSIBLE TO:** Housing Director

**SALARY:** Step Range: 12-31; Full Benefits  
Salary Range: \$35,990 - \$63,109  
Hourly Range: \$17.30 - \$30.34

**CLASSIFICATION:** Non-Management, Regular, Full-time

**LOCATION:** The Klamath Tribes Administration  
Housing Department  
501 Chiloquin Blvd.  
Chiloquin, OR 97624

**BACKGROUND:** Comprehensive level

### POSITION OBJECTIVES

The primary purpose of this position is to provide services to Tribal Members seeking assistance in the Low Rent Program, Emergency Shelter Program, Emergency Housing Assistance Program, and the Congregate Program. This position will compile information submitted on the application and through interview process and determine eligibility of applicants. The information will be reviewed to determine funding need and to make a recommendation to the Housing Director as to the course of assistance to follow for the client. The individual in this position will contact the general public either in person, by phone, electronically or in writing to convey or obtain information. Employee must be able to perform calmly and effectively under pressure due to the nature of the job duties.

### MAJOR DUTIES AND RESPONSIBILITIES

1. Perform program administrative duties as needed throughout the day. These duties include answering the phone, replying to emails, faxing information to other agencies, making copies of documentation for residents, meeting with Tribal Members to explain the

different programs and how the programs work.

2. Process housing applications for the Low Rent Program, Emergency Housing Assistance, Emergency Shelter and the Congregate Program, including verification of household income, data entry into the HDS and FHA program and filing of personal information in the established filing system.
3. Interview applicants to determine program eligibility. Applications are reviewed to determine what documentation is needed from the household to qualify for the program. Review of current household income verification for all adult members and review of all household paperwork are included in the interviews.
4. Notify clients as to status of eligibility and/or placement on waiting list by letter. Letters are typed and mailed the same day determination is made.
5. Maintain the waiting list for all Low Rent, Emergency Shelter Program, and Emergency Housing Assistance programs by entering household data into the computer. Update information as needed and follow up with the annual letters of interest to all applicants on the wait list.
6. Prepare income calculations for approved clients, calculate the Total Tenant Payment, for the Low Rent and Congregate programs. Advise clients of their financial responsibilities.
7. Notify residents in writing of annual re-certification, including third party verification of income for all adult household members and calculation of any change in rent. Third party verifications are printed from HDS and mailed/faxed. Verifications are followed up on until received back in the Housing office.
8. Under the Low Rent Program, conduct briefings with eligible families, review rental agreement and inform the families of The Klamath Tribes Housing Department policies, review rent calculations, when the rent is due and the required security deposit. Housing forms are reviewed and signed by all adult household members.
9. Under the Congregate Program, briefings are conducted with eligible families. Review rental agreement, all addendums, inform the families of The Klamath Tribe' Housing Department policies and USDA Rural Development guidelines, explain rent calculations, when the rent is due, the required security deposit and perform a background check.
10. Under the Klamath Tribes Drug and Alcohol-Free Environment Policy, require all Low Rent, Congregate and Emergency Shelter tenants and household members eighteen (18) years of age or older to sign the Drug and Alcohol-Free Environment Policy form acknowledging the policy is a requirement prior to moving into Tribal rental units.

11. Weekly deposits of rent are counted, tallied and matched to the HDS ledgers of collected rent. The deposit is taken to the designated employee in the Finance Department. Payment envelopes must be marked with the amount that was taken out of the envelope and resident rent receipts must be checked and marked as accurate. Receipts, ledgers and envelopes are filed in the binders in the Low Rent office and kept.
12. When rent is delinquent, issue a non-payment of rent notice, including the addition of a late fee. If rent has not been paid after a non-payment notice has been issued, issue an eviction notice. If rent has not been paid after the eviction notice has been issued, initiate the eviction process.
13. When the 72 Hour Notices for non-payment are served, the HDS system will print tenant payment information. Original copies are personally served to each resident, posted on the unit door or mailed, if personal service is not possible. A copy is logged and placed in each residents file, in the Low Rent binder and another copy is mailed Certified Mail Return Receipt Requested. Affidavits of service are then generated and notarized after each service.
14. Enforce evictions as established by HUD regulation, USDA /Rural Development, KTHD policies, State/Federal/Tribal laws and as determined by the Housing Director.
15. Represent the Klamath Tribes Housing Department in the eviction cases that are brought to Tribal Court. Documentation of the resident's failure to comply with the Klamath Tribes Housing Department Polices and Rental Agreement are presented and explained to the judge and defendant. Documentation must show that the Housing Policies and Procedures were followed by the Housing staff. Representative must answer questions brought by the defendant, explain the policy and how they were violated.
16. Maintain a current list of the Tribal Housing rental stock for vacancies, rehabilitations and move outs. List must establish which rental units need flooring, heating, painting, or other needed repairs.
17. Inform the Housing Director and Housing Project Manager of any maintenance needs for the Tribal rental units. Needs are identified during the annual inspections and routine visits to rental units for work orders.
18. Address all tenant concerns and refer to appropriate staff within the Housing Department. Investigate complaints or disturbances and resolve the issue in compliance with Housing Policies and Procedures. All issues are documented in writing and placed in the tenant's files on the same day the complaints are received.
19. Maintain an effective filing system for the Low Rent, Congregate, Emergency Housing Assistance and Emergency Shelter programs. All information is placed in the HDS system,

tenant files, program binders and excel spreadsheets that are kept for each program.

20. Prepare weekly and monthly narrative reports, as required. Reports shall include the Low Rent, Emergency Housing Assistance, Emergency Shelter and Congregate work orders and waiting list; include the total amount of funding spent, number of applicants who applied, applicants who were ineligible and the number of applicants who were served.

21. The incumbent will be called upon to accomplish other tasks within their scope of work.

### **SUPERVISORY CONTROLS**

Works under the direct supervision of the Housing Director who provides general instructions. Work is assigned in terms of functional/organizational objectives. The supervisor assists with unusual situations, which do not have clear precedents.

Employee works independently, resolves problems on the basis of past precedents, exercises judgment in interpreting guidelines and applicability, and ensures time lines are met.

Employee plans and carries out various stages of a project by selecting and using approved methods and techniques as appropriate.

### **KNOWLEDGE, SKILLS, ABILITIES**

Knowledge of and ability to work well with persons living in culturally, socially and economically disadvantaged communities,

Ability to effectively communicate orally and in writing. The person in this position should have the ability to communicate in a clear and concise manner for the purpose of conveying and obtaining pertinent information.

Ability to learn and understand the application process for the Low Rent and Congregate programs, as well as eligibility criteria.

Skill to perform work and accomplish tasks, following specific procedures and in accordance with established laws, policies procedures, practices and priorities.

Ability to plan organize and carry out the work initiative seeking information and assistance from other sources as necessary, using sound judgment and making decisions based on experience.

Ability to effectively maintain **strict confidentiality**.

Good public relations and interpersonal relationship skills. This is the ability to meet and deal with a variety of individuals exercising tact, diplomacy and mature judgment. Must be able to greet and deal with the public in a pleasant manner, at times in stressful situations.

Ability to function effectively under pressure of time and/or demands of several tasks at once.

Ability to work cooperatively with appropriate Tribal staff, Tribal committees and outside agencies.

Must be willing to work in office setting as well as in the community to meet the needs of the Elderly and the Handicapped/Disabled. This may include, home visits, outreach services, public speaking, inspections, etc.

### **QUALIFICATIONS, EXPERIENCE, EDUCATION**

**Minimum Qualifications:** *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to have three years relevant education, training or experience.
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The Klamath Tribes' vehicle insurance policy. *(Must submit copy of driver license with application.)*
- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

- **REQUIRED** to be fully vaccinated for COVID-19 or have approved exemption status before the first day of employment, as per the Klamath Tribes' COVID-19 Mandatory Vaccination Policy.

**Preferred Qualifications:**

- Experience in Property Management, preferred.
- Associates Degree in Social Science, Human Relations, or related field, preferred.

**INDIAN PREFERENCE**

- Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian Preference*).

**ACKNOWLEDGEMENT**

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

**APPLICATION PROCEDURE**

Submit The Klamath Tribes ***Application for Employment*** with all requirements and supporting documentation to:

**The Klamath Tribes  
ATTN: Human Resource  
P.O. Box 436  
Chiloquin, OR 97624**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.

<b>EMPLOYEE ACKNOWLEDGEMENT:</b>	
I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
<b>Employee (printed name)</b>	<b>Employee (signature)</b>