



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: 05/11/23
CLOSE: 05/25/23

POSITION DESCRIPTION

POSITION: RENTAL ASSISTANCE PROGRAM COORDINATOR

RESPONSIBLE TO: Housing Director

SALARY: Step Range: 12-31; Full Benefits
Salary Range: \$38,149 - \$66,895
Hourly Range: \$18.34 - \$32.16

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: The Klamath Tribes Administration
501 Chiloquin Blvd.
Chiloquin, OR

BACKGROUND: Comprehensive Employee level

POSITION OBJECTIVES

The primary purpose of this position is to provide services to Tribal members seeking assistance in the Rental Assistance (Vouchers), Transition and Homeownership Programs. This position will compile information submitted on the application and through interview process to 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. Process applications for the Rental Assistance, Transition and Homeownership Programs, including verification of household income.
2. Maintain waiting list for the Rental Assistance Program by entering household data into the HDS computer system.

3. Interview applicants to determine eligibility.
4. Notify clients as to status of eligibility and placement on waiting list by letter and phone call.
5. Under the Rental Assistance Program and Transition Program, negotiate lease agreements and prepare Rental Assistance Payment Contracts upon successful completion of inspections.
6. Notify applicants in writing and phone calls of annual re-certification, including re-verification of income and calculation of any change in rent.
7. Prepare certificates and income calculations for eligible clients, calculate the Total Tenant Payment and the Rental Assistance Payment. Advise clients of their responsibilities.
8. Prepare weekly and monthly narrative reports as required.
9. Under the Rental Assistance Program, conduct briefings with eligible families, review and inform the families of the Klamath Tribes Housing Department policies.
10. Prepare rental vouchers. Obtain authorized signatures on a monthly basis and mail to appropriate landlords. Maintain log of all checks and payments.
11. Inform the Maintenance Manager of any maintenance needs for the Tribal rental units.
12. Maintain an effective filing system for the Rental Assistance Program, Transition Program and Homeowner files.
13. Address all tenant problems and refer to appropriate staff within the Housing Department.
14. Orient new homebuyers to review their right and responsibilities under lease and policies and execute all necessary documents prior to move-in.
15. Calculate monthly homebuyer payments. Make adjustments as required and notify residents in a timely manner.
16. Monitor and enforce compliance by developing and offering corrective action plans to homebuyers who violate the lease and policy requirements, payments, utilities, maintenance, vehicles or annual re-certification requirements.
17. Monitor and enforce compliance for the First Time Homebuyers Homeownership Down Payment Assist Grant Program. This will include determining eligibility and ensuring applicants are pre-qualified by a lending institution.

18. 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 Rental Assistance Program, 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. Demonstrated ability to work professionally 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 populations. This may include, home visits, outreach services, public speaking, inspections, skill 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, respect, courtesy, 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.

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 relevant combination of college coursework and experience equal to three (3) years.
- **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.

Preferred Qualifications:

- Associate Degree in Social Science, Human Relations, or related field, preferred. Copy of degree or transcripts must be submitted with application to be considered.
- Experience in Property Management, 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.

EMPLOYEE ACKNOWLEDGEMENT:	
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.	
Employee (printed name)	Employee (signature)