



## The Klamath Tribes

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

Phone: (541) 783-2219

HR Fax: (541) 783-2836

OPEN: 02/06/24  
CLOSE: 02/21/24

EXEMPT   
NON-EXEMPT

### POSITION DESCRIPTION

**POSITION:** HOUSING SERVICES SPECIALIST

**RESPONSIBLE TO:** Housing Director

**SALARY:** Step Range: 15-30; Annual/Full Benefits  
Salary Range: \$41,687 - \$64,947  
Hourly Range: \$20.04 - \$31.22

**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 Klamath Tribes Housing department assists eligible applicants in finding affordable housing through the Tribes' Housing programs; including rental options and homeownership. This position is responsible for assisting/managing applicants for housing programs operated by the Klamath Tribes Housing Department. This includes managing and monitoring the various program requirements, the delivery of services, and establishing professional relationships with Housing clients and the local community.

Performs duties associated with rental and homeownership processing for various Tribal Housing programs and projects. Ensures Tribal policies, procedures and applicable federal regulations are upheld.

### MAJOR DUTIES AND RESPONSIBILITIES

1. Responsible for advocating and assisting residents in meeting the required obligations with housing programs; ensure participants comply with all applicable policies, procedure, and applicable federal regulations.
2. Interview applicants to determine program eligibility. Applications are reviewed to determine what documentation is needed from the household to qualify for Housing programs. Review of current household income verification for all adult members and review of all household paperwork are included in the interviews.
3. Provide one-on-one counseling and education regarding housing program requirements, rental/lease compliance, early intervention, home cleaning, inspections, referrals, training and other obligations associated with renting or owning a home.
4. Prepare rental/lease agreements, conduct move-in orientation, provide guidance to tenants/homebuyers on their responsibility regarding their agreements. Maintain accurate reports and record of all tenant/homebuyer agreements. Ensure re-certification for assigned units are requested, processed, and completed promptly.
5. Calculate rental/monthly payments based on tenant's income, established policies and federal regulations. Advise tenants of their financial responsibilities and/or any changes to the amount they are responsible for.
6. Review tenant accounts receivable ledgers, and counsel tenants regarding concerns with the balance pertaining to rental charges.
7. Weekly deposits of rent are counted, tallied and matched to the 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.
8. 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.
9. When the 72 Hour Notices for non-payment are served, the 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.

10. Enforce evictions as established by HUD regulation, USDA /Rural Development, KTHD policies, State/Federal/Tribal laws and as determined by the Housing Director.
11. Conduct and document move-in inspections prior to occupancy and when residents vacate unit.
12. Conduct and review annual inspections to ensure tenant/homebuyer compliance with lease/homebuyer agreement and ensure any required follow-up on inspections are completed. Ensure all inspections are scheduled, performed, reported and entered into database in a timely and accurate manner.
13. Advise tenants/homebuyers of deficiencies in compliance and/or housekeeping; develop an action plan for correction and set up deadline for correction in accordance with established policies and procedures; follow up as needed.
14. Inform the Housing Director and Housing Maintenance Manager of any maintenance needs for the Tribal rental units. Submit work orders when units need repairs.
15. Address complaints and/or disputes involving tenant/homebuyers; respond and recommend follow-up actions. All issues are documented in writing and placed in the tenant's files when complaints are received.
16. Enter required information into tenant records and retrieve documents from the Housing records management system; ensure all required and necessary data is in the file.
17. Conduct warranty inspection during warranty period, as needed.
18. 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.
19. Maintain the waiting list for all Housing 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. Notify clients of their eligibility status and/or placement on wait list by letter.
20. Prepare weekly and monthly narrative reports, as required.
21. Travel to all Tribal Housing managed property sites, as necessary.
22. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath

Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

### **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. 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

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

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

Demonstrated ability to work with people from diverse cultures and backgrounds.

Knowledge of financial and housing related terminology.

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; including speaking publicly to large groups.

Ability to read, analyze and comply with laws and regulations governing Indian Housing programs.

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

Exceptional time management and organizational skills.

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

Strong customer service skills with the ability to balance empathy and compassion while upholding the program policies.

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.

Ability to effectively maintain **strict confidentiality** and practice steps for protecting confidential information.

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, inspections, etc.

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

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

- **REQUIRED** to possess a minimum of a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application; HSD/GED only required when applicant doesn't have a college degree.)*
- **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:**

- Property Management experience, preferred.

- Associates Degree in 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.

Employee (printed name)	Employee (signature)