The Klamath Tribes

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

Phone: (541) 783-2219
HR Fax: (541) 783-2836

OPEN: 02/24/25
CLOSE: Until Filled

EXEMPT ____
NON-EXEMPT __X__

POSITION DESCRIPTION

POSITION: **PROPERTY MANAGER (MELITAS)**

RESPONSIBLE TO: Housing Director

SALARY: Step Range: 25-35 Annual/Full Benefits
Salary Range: $57,927 - $77,848
Hourly Range: $27.85 - $37.43

CLASSIFICATION: Non-Management, Regular, Full-time

LOCATION: The Klamath Tribes Housing Department
39500 N. Hwy 97
Chiloquin, OR 97624

BACKGROUND: Comprehensive level

POSITION OBJECTIVES

The Property Manager is responsible for overseeing the day-to-day operations of the Klamath Tribes Melita hotel property. Works collaboratively with assigned teams to ensure adherence to Tribal policies, procedures, and protocols and drives strategy for property-specific needs.

This position will work with guests to ensure they are satisfied with their living conditions and resolve any issues that may arise during their stay. The Property Manager will also serve as a liaison between guests and building management, handling inquiries about maintenance requests, extending stay, and other concerns.

Incumbent must be willing to serve hotel guests using the Permanent Supportive Housing model and the appropriate level of Continuum of Care.

MAJOR DUTIES AND RESPONSIBILITIES

1. Serve hotel guest using the Permanent Supportive Housing model and the appropriate level of Continuum of Care.
2. Collect guest room payments and issue receipts to tenants for their records.
3. Manage and process property Accounts Payable and Accounts Receivable invoices.
4. Coordinate repairs to ensure that work is completed in a timely manner.
5. Interact with tenants to answer their questions about the property or guest regulations.
6. Review applications from prospective guests to ensure that they meet the guest criteria.
7. Review guest agreements to ensure that all requirements are met.
8. Conduct regular inspections of the property to identify any problems that may require repair.
9. Provide security monitoring against theft, vandalism, fire and illegal entry; including but not limited to reporting irregularities such as fire hazards, faulty power outlets, areas in need of repair, leaking water pipes, etc.
10. Escort non-resident individuals who create a disturbance from the property. Document and report all incidents to the Public Safety immediately.
11. Operate the maintenance program in the most efficient and cost-effective manner, using established policies and procedures for procurement.
12. Responsible for assuring that the Klamath Tribes buildings are maintained in up to date standards, and in safe and sanitary conditions.
13. Monitor building and grounds; examining doors, windows, and gates to provide a safe environment for residents.
14. Responsible for assuring that the security devices are set and operating on a daily basis, as assigned.
15. Ensure maintenance services are performed, which include but are not limited to, mowing weeding, basic plumbing, basic heating/furnace maintenance, basic facilities repair, carpentry, etc.
16. Recommend the acquisition, maintenance and inventory of tools and supplies necessary to carry out required daily duties.
17. The incumbent will be called upon to accomplish other tasks within their scope of work.

18. 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 form diverse cultures and backgrounds.

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 evaluate people and activities, and to intervene as appropriate, this includes being able to observe situations as dangerous and call for backup before attempting to intervene.

Ability to make quick decisions and apply safety/security knowledge in emergency situations.

Ability to use interpersonal communication skills to effectively resolve hostile situations.

Ability to recognize and later describe persons or vehicles that may be involved in problems associated with safety and/or security.

Ability to perform tasks which require constant bending, stooping, stretching, lifting and walking.

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

Knowledge of financial and housing related terminology.

Knowledge of building materials and cleaning solutions.

Knowledge of basic power and hand tools.

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 attend Permanent Supportive Housing training; *(travel/training cost covered by the Tribe).*

- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.

- **REQUIRED** to be willing and able to work an irregular schedule.

- **REQUIRED** to be in good health and good physical condition with ability to lift and carry objects weighing up to 75 pounds.

- **REQUIRED** to be willing to work indoors as well as outdoors in inclement weather conditions and temperature extremes.

- **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.

- Associates Degree in related field.

- Customer Service experience.

- Case Management experience.

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)**