

JOB DESCRIPTION



Job Title:	Housing Supervisor	Reports to:	Chief Operations Officer
Status:	Full Time, Regular	FLSA:	Non-Exempt
Department:	Housing Department	Location:	IRHA Administrative Office
Schedule:	Monday through Friday	Hours:	8 AM to 4:30 PM
EEO-1:	First / Mid-Level Officials and Managers	SOC Code:	43-1011
Approved By:		Date:	

Job Summary: Provide high-level administrative support to the Chief Operations Officer. Provide a high-level of customer service with a diverse group of external clients and customers, as well as internal contacts at all levels of the organization. Oversee IRHA Housing Department day-to-day business activities, including client relations, housing applications, accounts management, collections and IRHA property/rental units.

Essential Functions:

- Serves as the first point of contact for clients and customers, receive and screen visitors and telephone calls. Assists clients in person, respond to program and application questions. Refer requests as needed to appropriate staff.
- Directly supervise the work activities of assigned personal including hiring, monitoring of work, mentoring, evaluating, disciplining and termination in compliance with IRHA policies and procedures.
- Promote a positive, professional and productive work environment, cultivating teamwork and effective communication with staff.
- Assist the management in achieving the strategic vision and goals of the organization.
- Open application process, log, track, and maintain all applications for IRHA programs.
- Pre-screen program applications to ensure they are fully completed for each program before acceptance.
- Assist team in determining eligibility for all programs.
- Maintain waitlist for all programs with assistance of Housing & Planning staff.
- Generate monthly housing statements for all units and disburse.
- Attend meetings, conferences, and events for IRHA Housing programs as directed by supervisor. Assist with planning and administrative support of meetings, events, and conferences in relation to the Housing Department.
- Maintain a reporting deadline calendar and ensure all required material in collected prior to deadlines.
- Keep current with different loan programs offered through financial institutions and housing programs.
- Provide program presentations and community outreach for the Housing department.
- Provide education and counseling for IRHA Housing program clients.
- Provide information and assistance to staff on housing department related matters.
- Prepare work orders and coordinate follow through. Coordinate with contractors as needed. Ensure accurate files for work orders.
- Contact Village Tribes and Councils regarding program notices and other correspondence as necessary.
- Prepare written notices to clients and staff for all IRHA Housing programs. Log notices in spreadsheet and ensure accuracy of all logs pertaining to notices. Ensure notices are placed in client files.
- Conduct pre and post move-in assessments, recertification exams and annual inspections for clients.
- Provide aide or present HOP education presentations, client signing of HOP agreements and HOP final assessment move-ins.
- Provides presentations of Homebuyers/Housing counseling courses.
- Schedule and conduct assessments for housing stock and rental units to ensure units are sound and secure.

- Contact utility companies when tenants vacate units.
- Receive, respond to, track and ensure follow-up on client issues and requests are completed in a timely manner.
- Receive and process client payments per finance policy and procedures for intake of payments.
- Process monthly housing assistant payment vouchers for the elder rental assistance program.
- Maintain program electronic and hard copy files for the Housing department. Create new client files and perform data entry and upkeep of files in the Housing Data System, ensuring compliance with NAHASDA regulations and IRHA policy.
- Obtain pertinent information is collected to complete program files per regulations and policies.
- Complete batch close outs in HDS.
- Complete monthly close outs and monthly reporting for Housing programs.
- Report eligible units to Chief Finance Officer for purposes of Payment in Lieu of Taxes (PILOT) to Governmental Agencies.
- Compiles standard agreements and contracts for approval, signature and execution.
- Create, assists, and monitor standard spreadsheets for tracking purposes of Housing programs, such as applications, collection notices, eviction notices, requests for information letters, etc.
- Provide office courier services, picking up and delivering various office related materials, documents, and other paperwork as needed.
- Review and process conveyances in accordance to agreements and maintain accurate files and logs.
- Pull files upon request and assist with audit preparation.
- Coordinate and assist with cleaning on tenant evicted or vacated IRHA properties as needed.
- Update and self-monitor program files for compliance.
- Work with the Tribal Development Officer and Tribal Housing Assurance Manger to prepare Housing Department reports for the Chief Executive Officer and Board of Commissioners.
- Participate in the planning and development of program policies and services.
- Perform duties in compliance with established rules and regulations, policies and procedures of Interior Regional Housing Authority.
- Keep current of changes in NAHASDA statutes and regulations that effect IRHA programs and policies.
- Assist in cross training as designated.
- Oversee special projects and/or programs and staff as directed.
Serve as back-up for Housing and Planning staff in their absence.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Exceptional interpersonal, organizational and communication skills, integrity, respect for confidentiality, sound judgment and decision-making skills.
- Ability to provide networking, teamwork and excellent communication skills with Village/Tribal and City governments.
- Ability to effectively work as a team member.
- Ability to be punctual and dependable.
- Ability to work with minimum supervision.
- Must have strong time management skills.
- Must maintain strict confidentiality of extremely sensitive data, records, files, conversations, etc.
- Proficiency with Microsoft Suite including Word, Outlook, Project, Excel and PowerPoint, electronic data base management and related software. Create spreadsheets, maintain databases.
- Ability to perform detailed work with a high degree of accuracy on multiple, concurrent tasks with frequent interruptions and work under changing deadlines.
- Ability to use tact, discretion, and courtesy in dealing with clients, the public, and others encountered in the course of the work.
- Ability to follow instructions; responds to management direction and adapt to frequent changes.
- Excellent leadership and management skills.
- Ability to prioritize tasks and delegating as tasks as needed.
- Knowledge and understanding of HUD regulations and other state and federally related regulations.
- Able to learn and follow complex written policies, procedures and compliance guidelines.
- Thorough knowledge of the region and socio-economic and cultural variables impacting the people and area therein.

- Knowledge of planning, developing and monitoring budgets.
- Ability to use process payment machines.
- Able to effectively coordinate and facilitate meetings with diverse groups and individuals and work effectively within settings/conditions with limited resources.
- Ability to travel extensively to remote areas and walk for long periods when conducting project visits.
- Ability to operate a vehicle to drive to and from job sites to conduct business functions and activities.
- Knowledge of and ability to use standard office equipment, e.g. phones, copier, fax.
- Knowledge of and ability to apply correct spelling, grammar and punctuation.
- Ability to handle complex responsibilities such as conducting research, preparing statistical reports.
- Ability to accurately perform mathematical computations.
- Ability to organize, set priorities and exercise sound judgment within areas of responsibility.
- Ability to prepare clear, accurate and concise records and reports.

Supervisory Responsibilities:

Supervise Housing Assistant and other assigned staff.

Qualifications:

- Associates degree in business administration or related field
- Three years of administrative support experience.
- Three years supervisory experience.
- Valid Alaska Driver's License.
- Equivalent qualifications and skills may be substituted.

Preferred:

- Bachelor degree in business administration or related field
- Experience working within a housing related field.
- Four or more years of supervisory experience.
- Four years of experience with housing projects in region.
- Understanding of NAHASDA, HUD statutes and regulations and AHFC.
- Certified Credit Counselor.

WORKING ENVIRONMENT: The majority of the work is performed in a professional office setting with a wide variety of people in differing functions, personalities and abilities.

PHYSICAL DEMANDS: An individual will be required to work the majority of hours in a general office environment, and will need to be able to quickly respond to a change in work demands. Occasional light lifting (1-25 lbs) is required. [Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions].

REASONABLE ACCOMODATION: It is IRHA's business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with physical or mental disabilities.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.