

Housing Authority of the Kickapoo Tribe of Oklahoma
Job Description
Updated 2/3/17

Job Title: **Housing Manager**

Supervisor: Executive Director

FLSA Classification: Non-Exempt

Work Hours: Monday – Friday
8 AM – 5 PM

Education: High School diploma or GED. Associate Degree is preferred or an equivalent combination of education and experience.

Other Requirements: Valid Driver License and Clean Driving Record

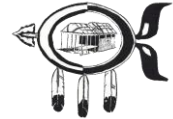


Position Definition:

Under the general direction of the Executive Director, the Housing Manager (HM) primary responsibilities include, but are not limited to, assist tenants’ housing needs and determine what program resources are available to best serve them. The HM conducts outreach and intake activities as well as process applications and records all clients served by the housing authority.

General Duties:

- Assist tenants and applicants by providing written or oral information through community outreach and intake activities, as directed by the Executive Director.
- Receives and manages all housing applications and ensures file documentation is complete.
- Performs background checks and determines eligibility for housing program(s).
- Perform receptionist’ duties including answering phone calls and answering questions about housing programs in a professional and courteous manner.
- Keeps accurate and complete tenant records once tenant is established in the housing program.



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- Completes tenant annual re-certifications. Works closely with the Resident Coordinator/Inspector and Maintenance Director regarding work orders and inspections.
- Communicates with all applicants and tenants by phone, letters or emails in a professional and courteous manner.
- Receives and post payments into the Housing Data System (HDS) and prepares bank deposit for review by the Finance/HR Manager and, upon approval by the Executive Director, makes daily deposits, if needed.
- Post adjustment(s) to tenant accounts and process rent rolls for month-end reporting.
- Prepares and conducts tenant occupancy education using handbooks, visual tools and worksheets, also makes policy updates, as needed.
- Prepares and conducts budget and financial health education counseling with tenants, when necessary.
- Prepares and present reports to the Executive Director and the Board of Commissioners at the scheduled monthly board meetings.
- Other duties as assigned by the Executive Director

Qualifications:

- Be able to show through experience and training or Post-Secondary Education that you possess the quality level of knowledge and skills necessary to perform the duties of the position. The skills and knowledge would be generally acquired with graduation from high school and five or more years' experience in general business practices, office and filing procedures, extensive computer experience, certification and documentation techniques using power point presentation.
- Ability to perform tenant-based education to address occupancy compliance issues.
- Ability to coordinate and organize all functions related to tenant services.
- Possess good verbal and written communication skills and strong organizational and problem solving skills.



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- Ability to work with the public, staff and other agency personnel in a courteous and professional manner.
- Familiarity with housing regulations as set forth by HUD, NAHASDA and other governmental entities that impact housing programs and ability to stay abreast of housing amendments.
- Ability to work independently with minimal supervision, self-motivated.
- Working knowledge of computer software and systems: Excel, MS Office Word, PowerPoint, Outlook Email, Housing Data System (HDS).
- Ability to interpret tenant ledgers.
- Conduct business in a strong ethical, honest and fair manner.
- Ability to accept corrective criticism and respond with a degree of acceptability to correct issues in a non-defensive manner.
- Must be willing to travel for training or meetings, both in-state and out-of-state.
- Ability to make public presentations.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.

Employee Signature

Date

Human Resource Representative

Date