



PUYALLUP TRIBE OF INDIANS



JOB ANNOUNCEMENTS

OPENS: JULY 11, 2018 **CLOSES:** JULY 25, 2018
JOB TITLE: RESIDENT SERVICES/INTAKE SPECIALIST
DEPARTMENT: SET ASIDE HOUSING ASSISTANCE AND SAFETY AND GANG PREVENTION PROGRAM
REPORTS TO: OPERATIONS MANAGER **HOURS:** FULL TIME – 40 HRS/WK
SALARY: BASED ON SALARY MATRIX + BENEFITS

POSITION SUMMARY:

This position is responsible for implementing the Set Aside Program policies and procedures for qualified housing applicants and will provide orientation to residents.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Screens applicants for qualification for the Set Aside Program and maintains required waiting lists.
2. Calculates required monthly payments consistent with the Tribe’s Set Aside policies and requirements.
3. Provides orientation to the family, explaining all provisions of the Program, informing them of their rights and responsibilities as participants in the Set Aside assistance program.
4. Maintains referral information on credit counseling and social services.
5. Assists in informally resolving grievances and informal grievance hearings.
6. Assists in planning, development, and organization of Community Tenant Meetings.
7. Provides resources to assist clients in receiving continuing training and education in Native American housing.
8. Assists in development and implementation of new policies and procedures.
9. Provide information on all housing programs and services.
10. Prepare check request for Housing Assistance Plan (HAP) contract rental assistance payments.
11. Occasionally conduct intake on new applicants, following policies and procedures.
12. Makes appropriate entries in all resident records and keeps files in order.
13. Assembles all necessary documentation of administrative actions.
14. Provides scheduled and special reports, correspondence, and database management.
15. Maintains confidentiality and secures files.
16. Maintains effective working relationships with residents and Tribal staff following standard business practices.
17. The incumbent is expected to continually follow up on all issues or concerns until they are resolved.
18. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position will supervise the Set Aside Receptionist.

QUALIFICATIONS AND REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma or GED and one year progressively responsible experience in office, management or social services work; or at least three years related office experience; or satisfactory equivalent combination of education and experience. Intermediate computer skills in word processing (Word) and spreadsheets (Excel).

Note: Part-time work is prorated in crediting experience (e.g., if you work 20 hours per week for a 12-month period you will be credited with 6 months of experience).

Language Skills

Ability to identify, read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Licenses, Certificates, or Other

Must have and maintain a valid, unrestricted Washington State driver's license and proof of insurance. Must be able to successfully pass a background investigation prior to and periodically throughout employment.

Other Skills and Abilities

Knowledge of standard business practices, office and filing procedures, computer operations and documentation techniques.

Ability to plan, organize, manage, coordinate and provide services to residents.

Ability to establish and maintain effective working relationships with residents, staff, and other individuals, agencies or groups.

Ability to initiate responsibly and work independently with minimal supervision.

Ability to communicate well, both verbally and in writing.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires the ability to operate a typewriter, personal computer, multi-line telephone, calculator, facsimile and photocopier.
- Requires the ability to read, write, communicate, and interpret information accurately in English.
- Requires the ability to concentrate and consistently produce accurate work.
- While performing the duties of this job, the employee is regularly required to sit.
- The employee is frequently required to use hands to finger, handle, or feel; and talk or hear.
- The employee is occasionally required to stand and walk; climb or balance; stoop, kneel, crouch, or crawl; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level is low to moderate.
- The physical exertion is low to moderate.
- Work is performed in an office setting with occasional travel to visit residents at their homes.
- There is occasional exposure to outdoor weather conditions.

The Puyallup Tribe of Indians reserves the right to revise or change job duties and responsibilities as the need arises. This position description does not constitute a written or implied contract of employment.

INDIAN PREFERENCE EMPLOYER AS REQUIRED BY LAW

HOW TO APPLY:

Submit application and resume postmarked by the closing date to:

Human Resource Department
Puyallup Tribe of Indians
3009 East Portland Avenue
Tacoma, WA 98404

Ph.#: (253)573-7863

Fax#: (253)573-7963

Email: jobs@puyalluptribe.com

*Note: Applications & copies of job announcements available at Rm. # 157
or online at www.puyallup-tribe.com*

