

**MODOC LASSEN INDIAN HOUSING AUTHORITY
JOB DESCRIPTION**

POSITION TITLE: RESIDENT SERVICES COORDINATOR

SCHEDULE: FULL-TIME – 40 HOURS A WEEK

LOCATION: QUARTZ VALLEY INDIAN RESERVATION

GENERAL JOB DESCRIPTION: The position of Resident Services Coordinator (“RSC”) is responsible to perform the duties of the Resident Services/Youth Sports Programs, and is the focal point of communication between the Modoc Lassen Indian Housing Authority (“MLIHA”) and the residents in the community and Rental housing programs. The RSC will provide the assistance to enable residents to meet their obligations under their Lease Agreements and promote the health and physical fitness of the local community’s youth of the Quartz Valley Indian Reservation.

This position is under the general supervision of the Executive Director, and under direct supervision of the Deputy Director. This position is “*at will*”, meaning the employee may resign at any time and MLIHA may terminate the RSC’s employment with MLIHA at any time with or without cause.

DUTIES AND RESPONSIBILITIES OF THE POSITION

- ❖ Communicate with residents and the community, and represent the MLIHA and its policies in a professional and positive manner at all times.
- ❖ Knowledgeable and have a working understanding of MLIHA policies and procedures, and the regulations governing Indian housing programs.
- ❖ Maintain complete confidentiality regarding residents and information pertaining to residents, or any potential clientele, and matters of the MLIHA.
- ❖ Visit the residents at home and in the community to assist them in understanding their responsibilities under their contracts and the policies of the MLIHA; to provide residents with financial budgeting, routine home maintenance, issues with compliance; interim recertification of income for adjustments in monthly payments; and any other items required by the MLIHA in the housing programs.
- ❖ Compile a list of community resources and services, and make these available to the residents when needed, and will assist residents with completing forms and documentation when needed.
- ❖ Maintain in current status, on-site resident files containing records of income information, correspondence, maintenance, and applications; and all other files or records necessary for the operation of the program.
- ❖ Responsible to coordinate the schedule and work related to annual recertification of income and family composition.

- ❖ Responsible to accept payments from residents, perform accurate cash transactions, and record and deposit payments.
- ❖ Work in cooperation with the Maintenance department to ensure the health, safety and decency of each unit; communicate areas that need maintenance through documentation both verbal and written; perform annual maintenance inspections and other inspections, such as health and safety inspections, move-in and move-out inspections.
- ❖ Responsible to have an understanding and working knowledge of the AMERIND insurance program, to initiate claims and record documentation needed to process and complete claims.
- ❖ Responsible for the intake of Applications for Admissions into the housing programs, obtaining and processing information required for verification, and maintaining on-site waiting lists.
- ❖ Responsible for all pre-occupancy and post-occupancy counseling of new residents.
- ❖ Responsible to prepare letters and notices to residents and community that pertain to housing business, such as compliance notices, annual recertification of income, inspection schedules or community activities.
- ❖ Responsible to plan, coordinate and participate in community trainings and/or events.
- ❖ Supervise the use of equipment, and operation of youth sports programs.
- ❖ Design and promote the physical health of the youth and develop individual and team esteem.
- ❖ Developing and posting a calendar of events & coordinate scheduling of future events.
- ❖ Assist the Tribe with the organization of Tribal events that are associated with the Gymnasium and Ball Park.
- ❖ Responsible for the issuance of all athletic equipment and return of same in good condition.
- ❖ Maintain current and accurate inventory of all equipment and supplies.
- ❖ Coordinate with other agencies for health and sports events.
- ❖ Must be able to account for funds received for special events, i.e., basketball tournaments.
- ❖ Able to travel local, state or nationally to attend trainings or for job related activities.
- ❖ Able to travel and work in inclement weather conditions.
- ❖ Other duties as assigned by the Executive Director.

SKILLS AND ABILITIES

- ❖ Have the ability to plan, organize and execute the work requirements of the position in a time efficient manner, working both independently and as a team member.
- ❖ Have effective verbal and written communication skills, to maintain a positive working relationship with people of varied social, economic and cultural backgrounds, and outside resources and agencies, and MLIHA personnel.
- ❖ Have the ability to handle difficult situations, using logic and common sense to problem solve and draw amicable conclusions that are in good judgement, keeping confidentiality, and maintaining a non-bias position.
- ❖ Have the skills to acquire, record and analyze information to draw logical conclusions.
- ❖ Have skills to maintain accurate records and files, and the office inventory.
- ❖ Have basic skills of computer, calculator, and general office skills of telephone etiquette, filing, record keeping, and mailing.

ADDITIONAL REQUIREMENTS

- ❖ Education must be equivalent to a High School diploma or G.E.D. and/or equivalent to a minimum of two years of work experience in a related field.
- ❖ Possess a valid California Driver's License.
- ❖ Must be able to be bonded.
- ❖ Must satisfactorily pass a Federal or State mandated background check.
- ❖ Must be Certified CPR and First Aid or able to obtain Certification.
- ❖ Must be willing to do minimal travel at local and regional levels.
- ❖ Must be willing to work weekends.
- ❖ Must be drug free.
- ❖ Must have the physical ability to perform all duties of the job position.
- ❖ If a resident in a housing program, 100% compliance is required at all times.