



## **SANTO DOMINGO TRIBAL HOUSING AUTHORITY**

**P.O. Box 10, Santo Domingo Pueblo, NM 87052  
(505) 465-1003 / (505) 465-1012 (F)**

**Position:** Tenant Services Representative  
**Department:** Housing  
**Salary Range:** \$14.00 - \$17.00/hour  
**Employment Status:** Non-Exempt  
**Opening Date:** August 21, 2020  
**Closing Date:** Until Filled – First Review September 14, 2020

### **JOB SUMMARY:**

Responsible for the maintaining communication between the housing authority and participants of the housing programs. The Tenant Services Representative will ensure that participants remain in compliance with the housing authority policies and procedures as well as HUD regulations and guidelines. Regularly works on the computer working within the Housing Data System (HDS) tenant data base software. Also other work performed under the Tenant Services program and all other duties within job qualifications as assigned.

*This position description may not include all of the listed duties, nor do all of the listed examples include all tasks that may be found or assigned to this position.*

### **DUTIES AND RESPONSIBILITIES**

Receives rental applications; evaluates for accuracy, then processes completed applications. Completes reference checks, credit checks and other verification that may be required to assure qualified residents.

Conduct annual recertifications and interim recertifications on current tenants and waiting list applicants, when required; according to policy.

Completes periodic inspections of units, grounds, ensuring that the property is clean, safe, and well maintained, as well as move-in, and move-out inspections.

Prepare and distribute memoranda, notices, and participant information to tenants, including posting on doors as needed.

Keep rental tenants and homeowners updated on their individual accounts. Counseling families as needed, concerning payments, housekeeping, and safety precautions.

Document and file all participant correspondence. Maintain tenant physical files, documenting all activities, including in HDS.

Maintain the security and integrity of all files and ensure that no document is lost or accidentally discarded.

Be knowledgeable of content of tenant lease and ensure that applicant is aware of tenant responsibilities.

Monitor resident compliance of lease, policies, and rules and regulations. When in non-compliance, counsel tenants to bring them back into compliance before further non-compliance results in notices and possible court action.

Update participants regarding changes in SDTHA policies and procedures.

Keep participants' accounts and household information updated in HDS software.

Be available to take all resident complaints, including but not limited to repair requests, resident relations, resident assistance, etc.

Follow up and research tenant complaints and reported non-compliance activities in a timely manner.

Utilize collection, delinquency, and grievance procedures as necessary.

Monitors rent and handles delinquent accounts in collaboration with SDTHA management.

Works with program staff to assure adequate communications with residents and works cooperatively with program staff to meet resident needs.

Refer tenants to eligible services as needed.

Attend all required meetings and required functions as requested.

Conduct community meetings with other Tenant Services staff.

Prepare and present reports as requested.

Perform other related duties as needed and as assigned by Tenant Services Manager and/or Executive Director.

**SUPERVISORY RELATIONSHIPS:**

The Tenant Services Representative reports to and receives instructions from the Tenant Services Manager. He/she is expected to carry out his/her responsibilities in a businesslike manner and in accordance with SDTHA policies and federal requirements. Supervision is not a normal function of this position.

**MINIMUM QUALIFICATIONS:**

High School diploma or GED plus two years of higher education in social and/or business field preferred. Four (4) years of experience in areas of customer service, office administration, or similar position working with the public is required. Basic mathematic skills working with calculating incomes, using percentages, and other basic calculations.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Must be able to communicate clearly and effectively both orally and in writing and have basic computer skills using MS Word and Excel.

Ability to plan and manage time effectively, initiating, organizing and following up on assigned tasks.

Ability to work under pressure.

Strong customer service skills required.

Ability to strictly adhere to confidentiality requirements.

Ability to establish a good rapport with the tenants, homebuyers, general public, and co-workers.

Ability to learn HUD regulations and SDTHA policies and procedures and apply them in carrying out duties.

**SPECIAL REQUIREMENTS:**

Must possess a valid New Mexico driver's license and be insurable under the SDTHA Insurance.

Must successfully clear an extensive Criminal Background inquiry and pre-employment drug screen.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee regularly is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms above shoulder level. The employee frequently is required to stoop and talk or hear. The employee occasionally is required to sit; climb or balance; and smell. The employee must lift and/or move up to 25 pounds.

**WORK ENVIRONMENT:**

Work is generally performed in office setting, housing unit and outdoors with moderate noise level. Exposure to natural weather conditions and various dusts and mists may occur while performing outdoor duties. Evening, weekend, and/or holiday work may be required.

**Required Submittals:**

1. Letter of Application
2. Santo Domingo Tribal Housing Authority Employment Application
3. Resume

**Incomplete packets will not be considered.**

Submit Letter of Application, Resume and Application to:

Brook B. Kristovich  
Santo Domingo Tribal Housing Authority  
(505) 465-1003  
[Bkristovich@sdtha.org](mailto:Bkristovich@sdtha.org)