



SANTO DOMINGO TRIBAL HOUSING AUTHORITY

P.O. Box 10, Santo Domingo Pueblo, NM 87052

(505) 465-1003 / (505) 465-1012 (F)

JOB ANNOUNCEMENT

Position Title: Tenant Services Representative – ERA/COVID
Department: Santo Domingo Tribal Housing Authority
Reports to: Tenant Services Manager
Employee Status: Full-Time, Temporary, Non-Exempt
Salary: \$15.00 per hour, 40 hours per week plus benefits
Opening: April 12, 2021 **Closing:** April 28, 2020

Only complete application packages will be reviewed

JOB SUMMARY:

Under the supervision the Tenant Services Manager, the Tenant Services Representative is responsible for processing applicants to low income programs offered by Santo Domingo Tribal Housing Authority (SDTHA) including the Emergency Rental Assistance Program, Healthy Homes Production Grant, and COVID related projects, following applicable SDTHA policies, Program Requirements, Tribal Ordinances and Federal requirements in order to meet the Mission Statement. Also performs other duties as assigned.

Initial funding source for this program is NAIHC COVID-19, through December 31, 2021. Position will be re-evaluated prior to December 31, 2021.

DUTIES AND RESPONSIBILITIES:

- The Tenant Services Representative is responsible for planning, the coordination and carrying out the required tasks related to the Emergency Rental Assistance program, assuring all applications are received, evaluated and eligible applicants are determined then issued emergency rental assistance according to the COVID-19 Emergency Rental Assistance Program Policy.
- Implement program eligibility requirements with the Healthy Homes Production Grant policies and programs eligibility requirements in accordance with Federal, State, and Tribal laws, regulations, and guidelines.
- Working as a team to assure that all acquired Personal Protection Equipment and supplies procured by SDTHA are packaged and delivered to families in need of the PPE and supplies.
- Prepares all necessary data and financial information for reports required by funding sources and assures reporting deadlines are met.
- Ensure compliance with SDTHA internal controls and other policies governing administrative and procurements matters.
- Performs other duties as assigned by Tenant Services Manager.

SUPERVISORY RELATIONSHIPS:

The Tenant Services Representative reports to and receives general direction from the Tenant Services Manager. Generally, this position does not have a supervisory role within the organization but actively participates in team meetings discussing overall management issues. He/she will show initiative in carrying out assigned duties and responsibilities in a professional and businesslike manner, consistent with SDTHA policies and Federal program requirements.

MINIMUM QUALIFICATIONS:

Preferred: Bachelor's degree in areas related to position including Social Sciences; Program Management or related fields and five or more years of experience in a Tenant Services Representative capacity including processing applications and determining program eligibility.

Minimum: Documented three years of experience program administration working with state and federal regulations determining applicant eligibility in order to qualify for program services.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the Indian Housing Block Grant Program.
- Knowledge of computers in MS Word, MS Excel, and Outlook on personal computers.
- Ability to plan and manage time effectively.
- Ability to work under pressure.
- Ability to communicate effectively and clearly both verbally and in writing.
- Must be able to understand applications of regulations, contracts, policies and procedures.
- Ability to establish a good rapport with the general public, residents, contractors, suppliers and co-workers.
- Must be able to handle multiple tasks and complete projects within specified timeframes.
- Knowledge of the local, state, tribal, and federal laws governing Indian and other subsidized housing programs, including health and fire regulations, landlord/tenant relationships, and evictions.
- Knowledge of public housing management and maintenance Knowledge of report preparation techniques.
- Ability to present ideas and information in a clear and concise manner orally and in writing.

SPECIAL REQUIREMENTS:

Must possess a valid New Mexico State Driver's license and be insurable under the Santo Domingo Tribal Housing Authority 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, kneel, crouch, or crawl; 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 will be required. Extended hours and irregular shifts may be required.

Submit Letter of Application, Resume and SDTHA Employment Application to:

Brook B. Kristovich, Executive Director
Santo Domingo Tribal Housing Authority
P.O. Box 10
Santo Domingo Pueblo, NM 87052
bkristovich@sdtha.org

Applicants missing any one of the required submittals will not be considered.

Santo Domingo Pueblo/Native Preference Shall Apply