

Laguna Housing Development & Management Enterprise

Job Announcement

Position Title: Resident Services Specialist

Opening Date: July 6, 2026

Closing Date: July 20, 2026

Salary: DOE

Job Brief:

Under the supervision of the Resident Services Director, this position provides guidance and instruction regarding home rental, homeownership and home rehabilitation services. Will directly work with perspective and current participants. Conduct and coordinate tasks including public awareness, training sessions regarding financial budgeting, home maintenance, and homebuyer education. They will also perform monthly collections, monitor payments, annual recertification of income, family composition, annual home inspections and other tasks to assist participants who are under homeownership and rental program agreements. Consistent visits to participant homes and rental units will be required.

Responsibilities:

- Administer all activities related to low-rent and homeownership programs to determine eligibility including; reviewing applications, obtaining all required supporting documents, verifying all information, and completion of the interview screening process for final determination of eligibility.
- Conduct orientation for new tenants to explain the lease, LHDME policies, and rules and regulations related to LHDME programs.
- Prepare necessary documents to finalize agreements between the tenant or homebuyer and LHDME.
- Perform annual and interim re-certifications to update household family composition and income in order to compute accurate rental payments amounts.
- Enforce homebuyer agreements and rental leases, plus all applicable policies.
- Conduct home visits as necessary or by reasonable request by the tenant or homebuyer.
- Assist with monitoring and collection activities of homebuyer and tenant payment accounts in accordance to the Collection Policy.
- Provide counseling for homebuyers and tenants regarding maintenance of home and property, accounts and records, the collection process and all other obligations and responsibilities required by homebuyer and/or lease agreements.
- Conduct or assist with required inspections of housing units when deemed necessary.
- Review incoming requests for transfers and make appropriate determination in accordance to applicable policies.
- Conduct follow-up on tenant complaints or grievances and work with the tenant to resolve problems amicably and as quickly as possible.
- Conduct investigations on any alleged violations including, review of public records, and follow-up with appropriate action in accordance to policies.
- Coordinate all activities and complete all required documents to affect termination of a tenant or homebuyer from a program, when necessary.
- Provide counseling and referral services whenever deemed necessary or upon request from a tenant or homebuyer.
- Plan, organize, schedule and coordinate activities and required trainings for tenants and homebuyers on a scheduled basis.

- Attendance and reporting at the LHDME Board of Directors monthly meetings may be required.
- Performs miscellaneous job-related duties as assigned.

Minimum Qualifications Knowledge, Skills and Abilities:

- Knowledge of LHDME Admissions and Occupancy Policy and HUD regulations.
- Knowledge of rental assistance and affordable housing programs.
- Ability to learn and follow regulations, policies and procedures of housing programs.
- Ability to maintain confidentiality.
- Ability to operate a computer and be proficient in current software, office management programs, and housing software.
- Knowledge of proper spelling, grammar, punctuation, and basic math.
- Must be able to provide quality customer service ie; clear communication with participants, respond to requests, and follow-up with participants.
- Ability to communicate effectively both verbally and in writing.
- Ability to organize, multi-task efficiently and effectively, and possess excellent time management skills.
- Ability to establish and maintain good working relationships.
- Ability to work with tight time constraints and multiple demands.
- Must possess active listening skills to be empathetic to the different life situations of the participants.
- Travel may be required for training, meetings, conferences, presentations, and other events. Field visits to perform home inspections or meet with clients is required.
- Late hours may be necessary

Training and Experience:

Associate's Degree in Sociology, Property Management, Accounting or related field preferred OR 3-5 years working experience directly related to the duties and responsibilities specified. No felony convictions within the past ten years.

License and Certificates:

Must possess a valid state Driver's License with no DWI/DUI convictions within the past five (5) years. Must be insurable under the terms of the LHDME motor vehicle insurance policy. Must pass required drug testing.

If interested in applying for this position, please submit application and resume to LHDME, Winona Bautista, Human Resources Dept., P.O. Box 178, Laguna, NM 87026; or email to winonab@lagunahousing.org or fax to (505)552-9409.

LHDME is an equal employment opportunity employer but does provide for Tribal/Indian Preference.