



INTERNAL/EXTERNAL JOB VACANCY ANNOUNCEMENT

JOB LOCATION : Fort Defiance Housing Management Office (HMO) – Fort Defiance, Arizona
SALARY : \$18.4703 per hour
CLOSING DATE : Friday, May 24, 2024 at 5:00 PM

Class Summary:

This class is the second of four levels in the Housing Management series. Incumbents provide ongoing technical assistant and guidance to NHA public housing tenants and homebuyers. Responsibilities may include conducting certifications to determine monthly rental payments and reasonable accommodation; performing monthly collections and tracking payments; delivering notices of delinquency, intent to terminate, termination and vacate; conducting training sessions on basic financial management and budgeting; preparing a variety of standard reports; and making client referrals for a variety of domestic issues. Incumbents must maintain composure and apply professional judgment to sensitive issues and/or situations. Experience with conflict resolution is critical for the successful performance of this work. The Housing Specialist is distinguished from the Housing Technician by its responsibility for providing ongoing technical assistance, guidance and education to NHA tenants and homebuyers. Safety is a critical factor with NHA and all employees will adhere to Safety Policies and ensure Safety is how we perform our duties.

Responsibilities:

- Applies and monitors compliance with applicable program regulations, which may include: creating, preparing, and organizing case file documents; delivering notices of delinquency, intent to terminate, termination, and vacating; and performing related duties.
- Assists with technical financial duties which includes determining monthly rental payments; performing monthly collections; tracking payments and deposits; conducting training sessions on basic financial management; and performing related duties.
- Prepares and maintains a variety of operational records and reports.
- Provides client referrals related to domestic issues as necessary.
- Accepts, processes, and reviews applications for participation in housing programs. Runs background checks and performs related support duties.
- Assists tenants in educating and guiding housing applicants, which includes assisting clients in completing applications and/or forms; responding to routine inquiries; arranging and performing site visits; and providing client referrals as needed.
- Performs other duties of a similar nature or level.

Required Skills:

- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction
- Housing principles, practices, and programs;
- Customer service principles;
- Applicable Federal, State, and local laws, rules, and regulations;
- Basic budgeting principles;
- Report writing techniques;
- Computers and related software applications

Required Experience:

- Valid Driver's License
- Associate's degree or related college course work in social services, social work, or closely related field or an equivalency;
- Three years of related housing management social services experience.

How to Apply:

Applicants must submit a completed NHA application. including an updated resume and unofficial transcripts or degree(s). Email completed application packet to nhahr@hooghan.org or hand delivered to our NHA HR Office in Fort Defiance, AZ by the closing date to be considered for the position. All applicants are subject to background investigation and must have a valid driver's license. Failure to submit required documents shall be considered incomplete. If you have any questions, please contact NHA Human Resources at (928) 729-6623.