



## JOB DESCRIPTION

Bishop Tribal Council  
Bishop, California

**Position:** Housing Management Officer  
**Department:** Community Development  
**Supervised by:** Housing Director  
**Pay Range:** T-7 Exempt

**General Duties:** Under the general supervision of the Director, the Housing Management Officer manages the rental program and home-ownership homes within the jurisdiction of the Community Development Department. The Housing Management Officer is primarily responsible for monitoring lease compliance for all residents and for supervising, scheduling and monitoring resident services, and overall office management.

### Responsibilities:

- Applicant Processing
  - a. Interviews applicants for housing assistance, clarifying program responsibilities and opportunities and assisting applicants in completing housing program applications.
  - b. Reviews tenant application files for completeness and accuracy.
  - c. Recommends eligibility based on appropriate guidelines and policies. Notifies applicants per policy regarding eligibility.
  - d. Establishes and maintains waiting lists of eligible applicants per program requirements and policies.
  - e. Provides information to and assists in participant selection.
  - f. Monitors occupancy procedures to assure compliance.
- Applicant/Resident Education
  - a. Conducts program overview for Tribal Council and prospective applicants regarding the housing program managed by the Community Development Department
  - b. Provides information to interested applicants regarding eligibility and available programs.
  - c. Responsible for organizing and conducting pre-occupancy meetings for selected home-buyers and rental tenants including creating brochures and handouts to aid in their understanding of program obligations.
  - d. Responsible for publication of the Community Development Department's community education tools: 1) quarterly newsletter, 2) calendar, 3) brochures designed to provide information pertinent to the Community.
  - e. Develop Department Program goals and objectives
- Policy Compliance
  - a. Reviews policies in management department for effectiveness and monitors adherence.
  - b. Works with the Community Development Department Advisory Board to evaluate,

- update or revise policies as required.
    - c. Makes necessary recommendations for policy revision as needed.
  - Lease Compliance
    - a. Responsible for obtaining annual re-certification information from all residents to meet annual re-certification requirements.
    - b. Receives, evaluates and processes resident complaints per Community Development policy and procedures. Does follow-up with residents to determine disposition and correction of lease violation.
    - c. Monitors all rental leases/MHOA compliance violations including making recommendations for termination of lease/MHOA when necessary.
    - d. Coordinates termination actions for “cause” with Community Development Department Director.
    - e. Monitors all annual inspections for home-buyers. Reviews maintenance deficiencies and approves “plan of Action” for correction of maintenance deficiencies. Recommends termination of MHOA for failure to perform required maintenance tasks.
  - Housing Occupancy Program
    - a. Designs, implements and monitors special assistance programs for occupants with special needs such as housekeeping standards or preventative maintenance.
    - b. Designs and monitors training models for Resident Services staff and conducts periodic reviews to ensure that all Resident Services program goals are met.
    - c. Creates Annual Activity Plan for Resident Services staff and conducts periodic reviews to ensure that all Resident Services program goals are met.
  - Receives, reviews for policy compliance and processes home-buyer MEPA use request.
  - Submit a monthly Department Summary Report to the Community Development Department Board.
  - Responsible for day-to-day operations at the CDD office and office personnel.
  - Other duties as assigned.

### **Supervisory Responsibilities:**

Supervise the office staff and the maintenance staff (not Force Account). Carry out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Decision Making—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make the responsible decision.
- Interpersonal Skills—the individual maintains confidentiality, remains open to others’ ideas and exhibits willingness to try new things.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.

- Customer Oriented – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- Time Management—the individual prioritizes and plans work activities, uses time efficiently and develop realistic action plans.
- Detail Oriented—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Reliability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Organized—the individual keeps clean and organized workspace and projects.
- Motivated—the individual inspires self and others about them to get the job done and follow through on tasks.

**Requirements:**

- Minimum of two (2) years of experience providing service in Indian Community or other community organizations.
- Knowledge of principles of property management, personnel supervision, and effective record keeping and reporting.
- Must have a high school diploma or equivalent; AA Degree in business management or related field is preferred.
- Must obtain Indian Housing Manager Certification during first twelve (12) months of employment.
- Must have valid California driver’s license and meet Bishop Tribal Council insurance requirements.

**Indian Preference:**

Native American Indian preference shall apply pursuant to the Bishop Tribal Employment Rights Ordinance No. 1992-01 and the Indian Self-Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.