

BLACKFEET HOUSING

JOB DESCRIPTION

Job Title: Occupancy Technician
Department: Occupancy
Reports to: Occupancy/Tax Credit Division Manager

Summary of Work: This position responsible for managing the tenant accounts. Analyze financial information and prepare rental costs. Assist tenants in identifying available benefits.

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Essential Duties and Responsibilities: Include the following, but not limited to.

- Must follow all regulations and policy from HUD, grants and Blackfeet Housing.
- Develop, present and conduct workshops for participant and/or tenant information and assistance.
Performs a variety of tasks that are highly confidential and sensitive, and must maintain strict confidentiality.
- Orientate rental and participants on their responsibilities and obligations in accordance with Blackfeet Housing policy and HUD regulations.
- Develop, present and conduct workshops for participant and/or tenant information and assistance.
- Maintain tenant and participant files with all required documentation to ensure Blackfeet Housing Interests are covered legally by the proper paperwork being accurately completed and filed.
- Calculate rents using approved HUD calculations and verifications.
Performs clerical and administrative duties, including data entry, preparing and processing various documents, and maintaining client database files.
Prepare information and log into RAM accounting computer networking.
- Responsible for conducting annual and interim income and family composition recertification's.
Verify all information received from the tenant or participant is true and accurate. Notices
- to participant and tenants of any status changes or information affecting them as a participant or tenant.
- Coordinates and schedules meetings and appointments as requested.
- Counsel problem tenants or participants on lease violation or breach of contract, provides other alternatives referrals other than eviction.
- Required to perform on-site unit inspections, home visits, hand delivers Blackfeet Housing notices.
Monitor payment history of tenants and participants and work directly with them to assure timely payments that payments are up to date and accurate.
- Responsible to enforce collections on delinquent tenants and or participants.

- Assist with monthly utility allowance list.
Assist with spring clean-up in the projects.
- Observe work hours.
- Demonstrates punctuality.
- Deals tactfully and courteously with the public.
- Other duties as assigned

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required.

Knowledge of Blackfeet Housing organization, operations, policies and procedures. of

Knowledge HUD housing program regulations and eligibility requirements.

Knowledge of intern viewing techniques and procedures, and professional rules of conduct.

Knowledge of basic principles of record keeping, case files and records management.

Knowledge of business and personal computer hardware and software applications.

Skill in assessing and evaluating social program issues, and taking actions based on observations and interviews.

Skill in assessing, reviewing, updating and maintaining files, reports and documentation.

Skill in establishing cooperative working relationships with employees and the general public.

Skill in effective communication, both verbal and written.

Skill in interacting with people of different social, economic, and ethnic backgrounds.

Education/Experience:

High School Diploma or GED equivalent, with two (2) years of experience social service or related field required, or a combination of education and experience in related field.

Two (2) year of computer experience required.

Certificates, Licenses, Registrations:

Must have a valid Montana Driver's License

Human Contact:

Contact with the public are frequent and often under circumstances of stress involving uncooperative or hostile individuals. Requires knowledge and applications of appropriate oral communication and human relations techniques. Daily Contact with BH Departments and staff, tenants, Local, State, and Federal entities.

Language Skills:

This position requires the ability to: communicate effectively orally and in writing; follow verbal and written instructions.

Mathematical Skills:

Must have basic mathematical skills to successfully perform essential functions of this job.

