

# YUROK INDIAN HOUSING AUTHORITY



15540 US HWY 101 NORTH, KLAMATH, CA 95548-9351 • (707) 482-1506; (800) 281-4749; FAX: (707) 482-3117

**JOB TITLE:** RESIDENT SERVICES COORDINATOR  
**REPORTS TO:** HOUSING SERVICES MANAGER  
**WORK SITE:** KLAMATH, CA  
**STATUS:** FULL-TIME, NON-EXEMPT  
**SALARY:** Step 8/9/10 - \$13.56 - \$20.53  
**BENEFITS:** Health & Dental Insurance paid for Employee

## Summary:

Assists residents of the Yurok Indian Housing Authority by promoting tenant self-sufficiency. Provides information concerning regulations, facilities and services by performing the following duties. Activities will include home maintenance skills training; budgeting and financial skills training; life skills training; job training, job search and placement assistance; post employment follow-up; and activities to support career and education advancement and long-term economic self-sufficiency.

Must have good attention to detail, pride in your work and be able to work with little or no supervision. Must enjoy a challenge, possess an excellent sense of humor and well-developed stress management techniques. Must have experience/demonstrated ability to function in a team-oriented environment.

## Essential Duties and Responsibilities:

- Initiates and maintains liaison between YIHA, local housing authorities and voluntary and public agencies for development and management of housing developments.
- Facilitates establishment of constructive relationships between tenants and housing management and among tenants.
- Secures social services such as health, welfare and education programs for improving family and community standards.
- Provides leadership to tenants in development of group activities such as adult education, interactive meetings and recreation.
- Refers families with personal problems to community resources.
- Cooperates with other organizations in development of understanding and interest among voluntary and public agencies participating in long range plans for urban improvement.
- Explains rules established by owner or management such as sanitation and maintenance requirements, and parking regulations.
- Demonstrates use and care of equipment for tenant use.
- Informs tenants of facilities such as laundries and playgrounds.
- Advises homemakers needing assistance in childcare, food, money management, and housekeeping problems.
- Provides information on location and nature of available community services such as clinics and recreation centers.
- Keep records and prepare reports for management.

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- Provide outreach at all YIHA and Tribal Offices within the Service Area.
- Provide transportation for tenants as needed to further program and community services.
- Maintain confidentiality.
- Maintain filing systems, correspondence and other records.
- Attend job-related training.
- Provides information on a variety of Housing Programs to the public.
- Performs inspections of residential properties to determine needed repairs.
- Performs annual inspections of rental/mutual help housing units for and to note conditions affecting health and safety.
- Collects and relays maintenance requests to appropriate staff.
- Monitors physical condition and maintenance of properties.
- Performs special inspections upon request.
- Enforces lease provisions through tenant counseling and advisement.
- Provides “New Tenant” briefings.
- Requests annual recertifications, tenant rental adjustments and assists with relocation assistance as needed.
- Mediates disputes between tenants.
- Shows vacant rental properties to prospective tenants.
- Referrals to local social service programs; refers tenants to appropriate agencies for example.
- Advises and counsels tenants with respect to personal and interpersonal concerns.
- Investigates tenant complaints and develops possible solutions.
- Prepares and executes lease agreements with prospective tenants.
- Prepares monthly reports for review.
- Gathers information relating to eligibility determination via interview, telephone, or related contacts.
- Reviews applications for subsidized housing for initial and continued occupancy.
- Monitors and disseminates scheduling of inspections.
- Assists tenants in acquiring community services as needed.
- Disseminates information on local employment opportunities.
- Manages maintenance work order database (HDS).
- Manages resident database (HDS).
- Initials and maintains liaison between YIHA, local housing authorities and voluntary and public agencies for development and management of housing developments.
- Other duties may be assigned.

## **Supervisory Responsibilities:**

This is not a supervisory position.

## **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, skill, and/or

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ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Education and/or Experience:**

High School Diploma or GED with two years college or technical training; or two years progressively responsible related experience and/or training; or equivalent combination of education and experience.

## **Experience with Native American Communities and Tribal Government Structure:**

Ability or experience in working with diverse groups of individuals, especially these at the low and very low income levels.

## **Language Skills:**

Ability to read and understand correspondence, government regulations, ordinances, resolutions, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and business correspondence. Ability to take and transcribe meeting minutes accurately. Ability to present information and respond to questions from clients, customers, and general public.

## **Mathematical Skills:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, and percentage.

## **Reasoning Ability:**

Ability to apply common sense understanding to interpret and carry out a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to solve practical problems and ability to deal with problems involving several variables.

## **Computer Skills:**

Advanced to intermediate skills and abilities, including working knowledge of Windows XP Professional and Microsoft Office. Ability to save and back-up files to storage media, deleting old files, format documents, operate mouse and key board with high accuracy and moderate speed, operation of color printer, knowledge of computer safety and troubleshooting, ability to read and interpret software manuals and technical support. Experience and knowledge of copy machines, Fax machine and other common office equipment.

## **Certificates, Licenses, Registrations:**

Must have a valid California's Driver License and be insurable on the company insurance.

## **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to lift or carry 25-50 lbs. or more as necessary.

## **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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## DEADLINE TO SUBMIT COMPLETE APPLICATION:

TO REQUEST AN EMPLOYMENT APPLICATION AND JOB DESCRIPTION CALL:  
(707) 482-1506 or Toll-Free: (800) 281-4749

## REQUIRED DOCUMENTS:

- 1) YIHA EMPLOYMENT APPLICATION
- 2) RÉSUMÉ
- 3) CURRENT DMV PRINTOUT
- 4) TRIBAL ID (if claiming Indian Preference)

~YUROK TRIBE APPLICATIONS WILL NOT BE ACCEPTED~

## SUBMIT COMPLETE APPLICATION AND ALL REQUIRED DOCUMENTS TO:

By Mail: 15540 US HWY. 101 NORTH, KLAMATH, CA 95548-9351

By E-mail: [yiha@yurokhousing.com](mailto:yiha@yurokhousing.com)

By Fax: (707) 482-3117

IN THE EVENT OF EQUALLY QUALIFIED APPLICANTS, INDIAN PREFERENCE WILL BE APPLIED. THE YUROK INDIAN HOUSING AUTHORITY IS A DRUG AND ALCOHOL-FREE WORKPLACE. DRUG SCREENING WITH A NEGATIVE RESULT IS REQUIRED BEFORE BEGINNING EMPLOYMENT.