QUILEUTE HOUSING AUTHORITY
PO Box 159 • La Push, Washington 98350
(360) 374-9719 • Fax (360) 374-9117

TITLE: **Resident Services Coordinator**
STATUS: **Non-Exempt**
OPENS: **11/21/2017** **CLOSING DATE:** **Open until filled**
SALARY: DOE/DOQ

POSITION DESCRIPTION:
Under the direction of the Executive Director, the Resident Services Coordinator is responsible for organizing/maintaining all tenant files, including occupancy and admission of applicants, re-certifications and home inspections. The Resident Services Coordinator is multi-faceted and ever changing as they strive to meet the needs and expectations of residents. This position will act as a liaison between residents and housing management, as well as maintenance while coordinating projects and determining the needs of residents.

DUTIES AND RESPONSIBILITIES:
- Assemble Housing Application for distribution, send out applications and update forms as needed
- Screen new residents in accordance with program policies and enter into lease contracts and complete move-in paperwork with residents
- Compute resident rents and process initial certifications, interim certifications and quarterly recertifications
- Facilitate all move-out procedures including move-out inspections, deposit notifications, etc.
- On a daily basis update and maintain active/inactive files and enter new Maintain and update complete individual tenant files including all income and household eligibility information for residents, input and keep updated resident information in all software systems.
- Copy and file correspondence and other records
- Build supportive professional relationships with tenants that help them enhance the quality of their lives and encourage them as they work towards self-sufficiency
- Resident relations including completely and thoroughly responding to residential issues and concerns
- Disseminate any correspondence for updating and or completing files
- Provide program assistance and policy guidance for Quileute Housing Authority (QHA) clients
- Assist in the compilation of documents for policy violations
- Performs annual home inspections and visits
- Conducts Homebuyer Education classes
- Inputs work orders into the computer software (HDS), QuickBooks, and unit files
- Assure appropriate entries are made in all resident, client and property records and files. Assure all files are in order and easily useable
- Assure that confidentiality is maintained and that files are secured
- Maintains confidentiality on all matters of the QHA
- Serves as back-up for the Receptionist position
- Willingness to work a flexible schedule to include an occasional evening and weekend
- Other duties as assigned

KNOWLEDGE OF:
- Computer/data management experience.
- Ability to comprehend and communicate effectively in the English language, both written and oral
- Minimal knowledge of bookkeeping, i.e. debits and credits
- Ability to work independently and as a team member
- Ability to travel for work and training out of town and sometimes out of state
- Ability to relate well to people of diverse backgrounds
- Proficient in Microsoft Office and Excel
- Treat a diverse community with respect and compassion

DESIRED QUALIFICATIONS:

- Graduation from an accredited high school, or possession of an equivalent certificate (e.g. G.E.D.).
- Possession of an Associate Degree, or two full academic years of training, from an accredited college or university with a focus in human services, business administration or equivalent experience serving families/tenants in a professional setting.
- Two (2) years of increasingly responsible data entry/basic accounting experience.

PHYSICAL REQUIREMENTS:

Physical elements/requirements, such as lifting, repetitive bending, reaching, etc., when they are "essential" to the job. Must be able to comfortably lift 15lbs. 10 to 15 times per day/shift.

*Must pass a criminal background check.
*Must have valid WA State Driver's License

APPLICATION PROCESS:

The job application may be obtained at:

QHA Office
561 Quileute Heights
La Push, WA 98350
or you may obtain an application from the www.quileutenation.org website.

Submit job application to: Quileute Housing Authority
561 Quileute Heights/PO Box 159
La Push, WA 98350

IF APPLICANTS HAVE EQUAL QUALIFICATIONS, PREFERENCE WILL BE GIVEN FIRST TO NATIVE AMERICAN AND ALASKA NATIVES. EXCEPT AS PROVIDED BY THE INDIAN PREFERENCE ACT (TITLE 25 US CODE SECTIONS 472 & 473) THERE WILL BE NO DISCRIMINATION IN SELECTION BECAUSE OF RACE, COLOR, CREED, AGE, SEX, NATIONAL ORIGIN, PHYSICAL HANDICAP, MARITAL STATUS, POLITICS, MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION.