



INTERNAL/EXTERNAL JOB VACANCY ANNOUNCEMENT

JOB LOCATION : Housing Management Division – Window Rock, Arizona
SALARY : \$16.8326 per hour
CLOSING DATE : Friday, June 14, 2024, at 5:00 PM

Class Summary:

This class is the first of four levels in the Housing Management series. Incumbents provide front-end assistance, education and guidance for new applicants on NHA public rental and homeownership processes. Responsibilities may include conducting orientations for prospective applicants regarding application processes; running background checks on prospective residents and homebuyers; arranging and performing site visits; maintaining tenant records and related databases; preparing standardized reports; preparing bank deposits; and providing client referrals to local resources. 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:

- 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.
- 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.
- Accepts, processes, and reviews applications for participation in housing programs. Runs background checks and performs related support duties
- Performs other duties of a similar nature or level.

Required Skills:

- Providing customer service;
- Accepting, processing, and reviewing housing applications;
- Applying and communicating applicable laws, guidelines, requirements, policies, and procedures;
- Preparing reports;
- Maintaining and updating records and/or databases;
- Using a computer 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;
- One year of administrative, social services, or general program support 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.