

# Tagiugmiullu Nunamiullu Housing Authority

P.O. Box 409 Barrow, Alaska 99723

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## JOB DESCRIPTION

Job Title: **Program Specialist II -Collections** Division: Occupancy  
Reports to: Program Specialist III - Supervisor Supervises: Non-Supervisory  
Classification: Regular Date Created: September 21, 2018  
Safety Sensitive: No FLSA/AWHA Status: Non-Exempt  
Work Schedule: Full-Time Occupational Code:43-4061 Salary: **\$33.90**

### Job Summary:

Under the general supervision of Program Specialist Supervisor, manages the delinquency control for TNHA tenant and homebuyer accounts receivable through collection activities, contacts tenants or homebuyers with delinquent accounts, initiates appropriate action, and maintains records.

### Essential Duties and Responsibilities:

- Reviews status of delinquent accounts and initiates collection action by contacting each delinquent account according to due date.
- Negotiates and arranges for debt repayment or establishes repayment schedules based on tenants' financial situations and advises them of what actions to take.
- Confers with tenants by telephone, letters or in person to determine reasons of overdue payments and to review the terms of agreements.
- Initiates termination actions, sends an attorney demand letter to delinquent tenants, and turns over account records to attorney when tenants fail to respond to collection attempts.
- Processes small claims court action, initiates payment claims against estates, Alaska PFD's, shareholders dividends, payroll deductions with employers; represents TNHA in all court cases dealing with outstanding debts or delinquent accounts.
- Records information about delinquent tenants and status of collection efforts in database, electronic files and tenant files.
- Researches disputed delinquent account balances, corrects any error, including misapplied payments.
- Traces delinquent tenants to new addresses by inquiring at the post office, telephone companies, credit bureaus, or through the questioning of neighbors.
- Prepares, processes and distributes notifications, addenda, memorandum, and prepares complex reports and presents information to tenants, homebuyers, and/or the public appropriately.
- Prepares and processes tenant and/or homebuyer move in, move out, transfers, inspections, and service requests.

- Travels to NSB villages as required.
- Coordinate with Accounting as needed
- Observes TNHA safety rules and regulations, policies and procedures
- Maintains complete confidentiality of all information obtained through professional and client interactions.
- Performs other duties assigned.

**Knowledge, Skills and Qualifications:**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required:

- High school graduate or general equivalency diploma (G.E.D.) or the equivalent.
- Has a working knowledge of the Fair Debt Collection Act, and one year experience with collection accounts.
- Possess professional manner: active listener (gives full attention to what other people are saying), takes time to understand the points being made, asks appropriate and relevant questions, does not inappropriately interrupt; dons professional attire appropriate to professional North Slope standards, exhibits superior customer service, business writing skills.
- Good negotiating skill, ability to handle complaints, settling disputes with tenants, and resolving collection issues, or otherwise negotiating with tenants to change their minds or actions; confident, empathetic, and knowledgeable; problem solver.
- Two years work experience with a PC using common software applications at an intermediate level.
- Two years work experience with North Slope residents in a professional office setting.
- Valid Alaska Driver’s License that meets TNHA insurance criteria.

Preferred:

- American Indian/Alaskan Native (member of federally recognized tribe).
- Certification as Housing Occupancy Specialist.
- One year of work experience with Alaska Landlord tenant law or tenant counseling work experience or in a collection setting.
- Inupiaq speaking.

**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.

**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.

<b>WHILE PERFORMING THE DUTIES AND RESPONSIBILITIES OF THE JOB, THE EMPLOYEE IS EXPOSED TO OR REQUIRED TO:</b>			
N = Never		R = Rarely	O = Occasionally
		F = Frequently	C = Continually
<b>Work Environment</b>		<b>Physical Requirements</b>	
Working Inside	<b>C</b>	LIFTING/CARRYING	
Working Outside	<b>N-O</b>	1-10 pounds	<b>C</b>
Outdoor Weather Conditions	<b>N-O</b>	11-20 pounds	<b>F</b>
Extreme Cold (non-weather)	<b>N-O</b>	21-35 pounds	<b>R</b>
Extreme Heat (non-weather)	<b>N-R</b>	36-50 pounds	<b>R</b>
Fumes of Air-borne Particles	<b>N-R</b>	51-75 pounds	<b>R</b>
Toxic or Caustic Chemicals	<b>N-R</b>	76-100 pounds	<b>R</b>
Blood-borne Pathogens	<b>N-R</b>	PUSHING/PULLING	
Risk of Fire or Explosion	<b>N</b>	1-10 pounds	<b>C</b>
Risk of Electric Shock	<b>N</b>	11-20 pounds	<b>R</b>
Risk of Radiation	<b>N</b>	21-35 pounds	<b>R</b>
Risk of Drowning	<b>N</b>	36-50 pounds	<b>R</b>
Prolonged Exposure to Vibration	<b>N</b>	51-75 pounds	<b>R</b>
Loud Noise Level	<b>N</b>	76-100 pounds	<b>R</b>
Confined Spaces	<b>N</b>	POSTURE MOVEMENTS	
Fly in Small & Large Commuter Planes	<b>O</b>	Sitting	<b>C</b>
Normal Office Environment	<b>C</b>	Standing	<b>F</b>
Moderate Noise	<b>R</b>	Walking	<b>R</b>
Loud Noise	<b>N</b>	Stooping, Kneeling, Crouching, Crawling	<b>N</b>
Very Loud	<b>N</b>	Reaching and/or grasping	<b>F</b>
OTHER ASPECTS		Hand/Finger Dexterity	<b>C</b>
Infectious Agents	<b>N-R</b>	Climbing and/or Balancing	<b>N</b>
Chemicals	<b>N-R</b>	Carrying, Pushing and/or Pulling	<b>R</b>
SPECIAL EQUIPMENT/CLOTHING		COGNITIVE/SENSITIVE	
Special Equipment or Clothing	<b>N</b>	Speaking	<b>C</b>
		Hearing	<b>C</b>
		Seeing With or Without Correction	<b>C</b>
		Close Vision	<b>C</b>
		Color Discrimination	<b>C</b>
		Peripheral Vision	<b>C</b>
		Depth Perception	<b>C</b>
		Focusing Ability	<b>C</b>
		Smelling/Tasting	<b>N</b>

This job description does not constitute an employment agreement between TNHA and any employee or candidate for employment, and is subject to change in TNHA's sole discretion as the needs of TNHA and requirements of the job change.

**TNHA IS AN ALCOHOL AND DRUG FREE WORKPLACE**

Prepared on: September 21, 2018

By: Tavia Barr

Purpose: Modified

Name: \_\_\_\_\_ X \_\_\_\_\_

Employee's Acknowledgement: Print name and sign

Date