

Tagiugmiullu Nunamiullu Housing Authority

P.O. Box 409 Barrow, Alaska 99723

JOB DESCRIPTION

Job Title: **Program Specialist III - Supervisor** Division: Occupancy
Reports to: Administrative Manager Supervises: Program Staff
Classification: Regular Date Revised: September 21, 2018
Safety Sensitive: No FLSA/AWHA Status: Non-Exempt
Work Schedule: Full-Time Occupational Code: 11- 9199 Salary: **\$36.70**

Job Summary:

Plans and directs the activities of the Occupancy Program staff, exercises general oversight of all rental and homebuyer programs managed by TNHA; is responsible for all aspects of all Homebuyer Programs; cross trains Occupancy Staff for effective coverage.

Essential Duties and Responsibilities:

- Assumes responsibility of occupancy program functions: program compliance, policy and procedural updates, accurate maintenance and quality assurance of tenant database, records, and files, staff customer service and professionalism; acts as Program Specialist – Homebuyer
- Directs staff: through appropriate delegation and supervision, by holding regularly scheduled staff meetings to discuss and resolve workload and technical issues, by providing training and guidance to set and uphold professionalism and superior customer service
- Assures consistent accurate application of program policies and procedures, and reports program outcomes: occupied units, vacancies, wait-lists, collections, conveyances, etc., to management team, CEO and for BOC
- Ensures and oversees: timely application update and program recertification, prompt set up of repayment and collection agreements, termination process through completion in a consistent manner to promote greater efficiency, improvement in customer service, and provide other benefits to TNHA
- Assists program staff (as needed) with screening and eligibility of applicants based on all relevant criteria as defined by policy subject to approval by the CEO
- Develops and maintains a productive and collaborative work environment: assures effective communications, participatory decision-making, deadlines, performance and professional standards are met
- Observes TNHA safety rules and regulations, policies, and procedures
- Maintains complete confidentiality of all information obtained through professional and client interactions.
- Performs other duties as assigned.

Knowledge, Skills and Qualifications:

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

Required:

- One year of supervisory work experience and the ability to evaluate the work of subordinates;
- Competent computer use at intermediate or higher level of skill with a PC using common software applications and databases;
- Three years of work experience applying organizational policies and procedures to programs;
- Possess strong administrative, organizational, and communications skills;
- Demonstrate leadership ability and the possession of: tact, integrity, honesty, and common sense;
- Demonstrate knowledge of NAHASDA, 24 CFR (Code of Federal Regulations), and those PHA/IHA (Public Housing Authority/Indian Housing Authority) notices and guidelines pertinent to PHA/IHA programs and operations or the ability to receive training in the first 90 days of hire;
- Valid Alaska Driver's License and the ability to meet TNHA driving policy and insurance criteria.

Preferred:

- American Indian/Alaskan Native (member of federally recognized tribe).
- Three years of work experience in public or non-profit housing administration including Federal contract management and procurement procedures.
- 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.

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

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of the duties, responsibilities or requirements of the job.

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: T. Barr Purpose: Modified/New Position

Name: _____ X _____
Employee's Acknowledgement: Print name and sign _____ Date _____