

**Hopi Tribal Housing Authority****Chief Operating Officer**

The Chief Operating Officer serves as the administrative and managerial officer of the Hopi Tribal Housing Authority, directing the operations of the organization in compliance with all applicable regulations. The Chief Operating Officer reports to the Chief Executive Officer.

Job Title	<i>Chief Operating Officer</i>	Reports to	<i>Chief Executive Officer</i>
Department	<i>Residential Services</i>	Classification	<i>Exempt</i>
Class Code	<i>1173</i>	GS Scale	<i>14</i>

ESSENTIAL DUTIES

- Leads the development and execution of the organization's strategic plan, ensuring alignment with overall mission and goals.
- Oversees the creation and implementation of the Indian Housing Plan, actively engaging staff and community stakeholders throughout the process.
- Develops, reviews, and implements organizational policies and procedures, securing Board of Commissioners' approval and ensuring compliance with regulatory requirements.
- Provides leadership, mentorship, and oversight to department managers and staff; conducts regular performance evaluations and promotes professional development opportunities.
- Manages employee relations including disciplinary actions and terminations, ensuring processes are handled fairly, ethically, and in accordance with organizational policies.
- Oversee employee performance records and take corrective action when needed.
- Prepares comprehensive monthly operational and performance reports for the Board of Commissioners, ensuring timely follow-up on assigned tasks and strategic initiatives.
- Manage projects as identified and assigned from beginning to end.
- Represents the organization in communications and partnerships with local, state, and federal agencies, as well as external organizations, acting as a trusted liaison for the Tribe and HTHA.
- Oversees the financial integrity and accountability of all program funds.
- Externally represent the HAPI organization and maintain relationships with third parties to ensure beneficial business operations.
- Serves as the primary liaison with HUD for the administration of NAHASDA programs, implementing policy changes, and ensuring compliance with HUD regulations.

- Navigate the complex multi-jurisdictional issues and advise the CEO and Board of Directors.
- Coordinates with HUD on fiscal and occupancy audits, engineering reviews, and management assessments to maintain organizational standards and compliance.
- Acts as the official representative of HTHA on special boards, task forces, and housing-related organizations; prepare and submit reports to the Hopi Tribal Council.
- Ensures the security and confidentiality of privileged information, including IT infrastructure and physical assets, through the implementation of robust policies and security protocols.
- Foster collaborative efforts between different departments and ensure positive relationships amongst said departments.
- Performs additional duties and projects assigned to support organizational effectiveness and mission fulfillment.

REQUIRED QUALIFICATIONS

1. Bachelor's Degree in Public Administration, Business Administration, Construction Management or related field from an Accredited University; and
2. At least five (5) years' experience in directly related management or administration position or equivalent combination of education and experience.
3. Master's Degree preferred.

REQUIRED EXPERTISE


- Demonstrates strong skills in planning, organizing, and managing complex projects to ensure timely and effective completion aligned with organizational goals.
- Interprets and applies complex statutes, ordinances, regulations, and standards to maintain compliance and guide operational decision-making.
- Prepares, reviews, and analyzes comprehensive operational and financial reports to support strategic planning and organizational accountability.
- Provides leadership by supervising, training, mentoring, and evaluating staff, fostering a high-performance culture grounded in collaboration and professional growth.
- Possesses in-depth knowledge of NAHASDA, Section 184, Title VII, HIP regulations, and applicable state, county, and tribal ordinances governing housing development and operations.
- Understands Fair Labor Standards Act and ensures organizational compliance with labor laws and workplace regulations.
- Applies knowledge of HUD accounting practices and budget preparation to maintain fiscal responsibility and transparency.
- Integrates cultural awareness of Hopi traditions and village governance systems into organizational practices to strengthen community relations and trust.
- Utilizes advanced proficiency in business computers and office software, including Windows-based applications, to enhance operational efficiency.
- Leverages information technology to improve housing program delivery, streamline processes, and facilitate communication through online platforms and community outreach.
- Communicates clearly and effectively, both verbally and in writing, with diverse audiences including staff, board members, external partners, and the community.
- Prepares accurate, comprehensive reports and delivers detailed, objective presentations, responding confidently to questions and feedback.
- Exhibits leadership and team-building skills with a focus on innovation, empathy, and fostering a positive organizational culture.
- Adopt various project management skills to lead to new changes and transformations within the

organization.

- Maintains strict confidentiality of sensitive information and acts with discretion in all professional matters.
- Analyzes complex situations to determine appropriate courses of action, demonstrating sound judgment and decision-making.
- Works independently, managing priorities and meeting deadlines to ensure organizational objectives are achieved.
- Identifies and defines problems, gathers relevant data, and draws valid conclusions to inform strategic solutions.
- Build and sustain professional relationships with individuals and organizations at all levels to support collaborative efforts and organizational success.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required for all positions
3. Must pass a background investigation and credit check in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference

Approved By	
Title	CEO, Hopi Tribal Housing Authority
Date Approved	

*Hopi Tribal Housing Authority****Human Resources Specialist***

Under the direct supervision of the Chief Executive Officer, the human resource specialist performs, coordinates and oversees technical and office administrative duties in support of the Hopi Tribal Housing Authority. This position is responsible for providing support to the Chief Executive Officer and all disciplines of Human Resources including but not limited to employee relations, employee benefits, staffing, safety classifications & compensation, and any other duties as assigned. Maintains a high level of confidentiality internally and externally of all privileged information. Responsible for creating an inclusive and friendly environment that protects success and safety within the workplace.

Job Title	<i>Human Resource Specialist</i>	Reports to	<i>Chief Executive Officer</i>
Department	<i>Human Resources</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>0203</i>	GS Scale	<i>10</i>

ESSENTIAL DUTIES**Position Summary of Responsibilities**

- Conducts research and analysis on administrative projects on behalf of the Chief Executive Officer. Prepares comprehensive reports, develops supporting documentation, and implements engagement initiatives, including feedback mechanisms.
 - Establishes and maintains an organized filing and retrieval system for highly confidential documents and records.
 - Assists with the operation and routine maintenance of office equipment and technology; coordinates repairs and general upkeep as needed.
 - Provides support in Human Resources and personnel management activities.
 - Coordinates departmental functions in accordance with applicable laws, regulations, policies, and professional standards, focusing on building strategic partnerships with HTHA management in all HR-related areas.
 - Audit and administer HR invoicing including temporary employee payroll and post-accident testing.
 - Ensures ongoing, clear, and effective communication with the Chief Executive Officer, supervisors, and stakeholders to reduce errors and recommend optimal solutions on issues and assignments.
- Staffing & Recruitment

- Provides technical support across all phases of the recruitment process including hiring, transfers, promotions, and terminations.
- Receives and screens of job applications, conducts reference and background checks, and coordinates interview logistics.
- Prepares and manages interview materials and correspondence related to selection, non-selection, and candidate notifications.
- Participates in interview panels, ensuring adherence to rules and procedures; extends employment offers and negotiates terms and conditions.
- Administer temporary employee conversion process, such as evaluation forms or scheduling and facilitating the orientation process.
- Processes all new hire, promotion, transfer, termination, and leave of absence documentation, including emergency leaves, eligibility, approvals, and return-to-work procedures; maintain positive onboarding and departing processes.

Employee Relations

- Educates employees and supervisors on the functions, policies, and procedures related to Employee Relations.
- Coordinates and delivers training opportunities relevant to workplace conduct and compliance.
- Provides guidance and interpretation of HTHA Personnel Policies in relation to employee relations issues.
- Supports employees in understanding and accessing their available benefits.
- Manage leave programs and prepare related notification letters.

Employee Benefits Administration

- Suggests, implements, and oversees the implementation of employee benefits including enrollment, changes, and terminations for health (medical, dental, vision), life, disability, unemployment, workers' compensation, and retirement/pension plans.
- Maintains regular communication with employees regarding benefits updates, policy changes, and emerging trends impacting coverage, including 401(k) plans.
- Handles all aspects of workers' compensation claims, including intake, filing, follow-up, and closure, coordinating with all relevant parties.

Classification & Compensation

- Provides guidance on classification and compensation practices, working in collaboration with the Chief Executive Officer and department supervisors.
- Advises the completion of Position Description Questionnaires (PDQs), and assists in the creation, revision, or updating of position descriptions.
- Supports organizational and staffing analysis, ensuring consistent application of employee policies and compensation structures.

Records and Documentation

- Maintains accurate and confidential employee records and departmental correspondence.
- Tracks employees leave accruals and ensures appropriate documentation is filed and secured in compliance with confidentiality requirements.

Team Collaboration and Special Projects

- Collaborate with HR team members to prepare job postings, coordinate training and seminars, organize events, conduct salary surveys, and facilitate open enrollment sessions.
- Prepares materials, brochures, and presentations for HR-related initiatives and public outreach.

Vendor and External Coordination

- Interfaces with third-party vendors, service providers, and external stakeholders to resolve administrative, contractual, or billing discrepancies.

Other Duties

- Actively contributes to team objectives and supports related tasks to meet departmental and

organizational goals.

- Drafts internal policies and procedures.
- Performs other duties as assigned or authorized in alignment with the strategic objectives of the HR department and the Hopi Tribal Housing Authority.

REQUIRED QUALIFICATIONS

1. Associate degree and five (5) years progressive experience in Human Resources; or
2. Equivalent combination of education and experience.

REQUIRED EXPERTISE

Technical and Office Skills

- Proficient in operating business computers and standard office equipment within a Windows environment, including Microsoft Word, Excel, Access, and presentation tools such as PowerPoint.
- Knowledgeable in modern office practices, procedures, and equipment.
- Skilled in business communication, including proper use of English grammar, spelling, punctuation, and basic arithmetic.
- Familiar with records management systems and basic accounting procedures.

Communication and Customer Service

- Strong written and verbal communication skills.
- Adept at managing complex customer inquiries with professionalism and efficiency.
- Demonstrated ability to provide outstanding internal and external customer service and maintain effective public relations.
- Capable of clearly and effectively communicating in English, both orally and in writing.

Interpersonal and Professional Skills

- Ability to work collaboratively and establish professional relationships across diverse social and cultural backgrounds.
- Demonstrates a positive attitude and the ability to work both independently and as part of a team.
- Skilled in organizational and employee development strategies.
- Capable of handling multiple tasks, meeting deadlines, and adapting to changing priorities.
- Maintains professionalism in representing the Chief Executive Officer and the Hopi Tribal Housing Authority (HTHA), fostering respect and confidence in leadership.
- Committed to maintaining strict confidentiality in all sensitive and client-related matters.

Knowledge of Tribal and Government Operations

- In-depth understanding of departmental operations, mission, and client service requirements.
- Knowledge of tribal, federal, and state funding sources, including relevant laws, ordinances, regulations, and application processes.
- Familiarity with traditional tribal governance structures, customs, and cultural values.
- Knowledge of the structure and functions of the Hopi Tribal Housing Authority and the Hopi Tribe.
- Awareness of socio-economic conditions on Indian Reservations and surrounding communities.

Human Resources and Benefits Administration

- Knowledgeable in onboarding processes and new hire procedures.
- Strong understanding of federal laws and regulations related to HR, including:
 - Fair Labor Standards Act (FLSA)
 - Americans with Disabilities Act (ADA)
 - Family and Medical Leave Act (FMLA)
 - Health Insurance Portability and Accountability Act (HIPAA)


- Consolidated Omnibus Budget Reconciliation Act (COBRA)
- Employee Retirement Income Security Act (ERISA)
- Other related HR disciplines and legal frameworks
- Understanding federal rules and regulations related to retirement, pension, and employee benefit plans.

Work Ethic and Core Competencies

- Ability to follow verbal and written instructions with accuracy.
- Capable of working under general supervision or in coordination with specialized personnel.
- Dedicated to excellence and continuous improvement in performance and results.
- Highly trustworthy with a consistent track record of maintaining confidentiality and discretion.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	CEO, Hopi Tribal Housing Authority
Date Approved	November 25, 2025



Hopi Tribal Housing Authority

Development Director

Under the direct supervision of the Chief Executive Officer, plans, organizes, and coordinates all construction and development activities for the Hopi Tribal Housing Authority, ensuring projects are executed efficiently and effectively. Maintains strict confidentiality at all times.

Job Title	<i>Development Director</i>	Reports to	<i>Chief Executive Officer</i>
Department	<i>Development</i>	Classification	<i>Exempt</i>
Class Code	<i>1173</i>	GS Scale	<i>13</i>

ESSENTIAL DUTIES

- Provides supervisory oversight for all staff within the HTHA Development Department.
- Ensures construction projects are completed on time, within budget, and in full compliance with applicable laws, regulations, and policies related to construction management and contract administration.
- Assists with needs assessments for construction projects, prepares supplementary cost estimates, and reviews and justifies all shop drawings and scope of work submittals.
- Develops, manages, and maintains departmental and construction budgets to meet program operational requirements.
- Represents HTHA in construction meetings with architects, consultants, contractors, subcontractors, and force account staff; advises the Chief Executive Officer on construction progress and issues.
- Ensures construction project completion within established schedules and budget parameters.
- Reviews land planning documents from HTHA, tribal villages, and the Hopi Tribe to provide recommendations for suitable land site selections for new housing development, with respect to land tenure.
- Coordinates all land withdrawal requirements for housing development projects, including securing approvals from clans, villages, tribal entities, and federal agencies.
- Oversee the preparation and management of all required documentation, permits, legal descriptions, and environmental clearances for identified land sites.
- Initiates and manages the procurement of professional services for modernization projects, including bid solicitation, interviews, selection, contract negotiation, and execution.

- Coordinates with village, tribal, state, and federal agencies to facilitate housing infrastructure needs such as roads, sewer, water, electricity, and related utilities, including documentation and approval processes.
- Collaborates with the Chief Executive Officer, Board of Commissioners (BOC), public stakeholders, and external entities on planning and design proposals through public meetings and forums.
- Monitors construction activities and provides recommendations on compliance issues, change orders, pay requests, dispute resolutions, and other construction-related matters.
- Prepares and submits project closeout reports with final recommendations, including warranties, payment certifications, compliance documentation, construction records, and any required federal documentation.
- Develops and implements a force account program for approved modernization projects, including planning for personnel, budgets, schedules, and necessary documentation.
- Enhances staff performance through coaching and mentoring; delegates tasks effectively and provides timely monitoring, evaluation, and feedback.
- Performs other related duties as assigned or required.

REQUIRED QUALIFICATIONS

1. Bachelor's degree or equivalent in Construction Management, Engineering, Architecture, or related field; and
2. Two (2) years of experience in construction, two (2) years' trade school in residential building practices; and
3. Six (6) years of experience in contracting; or equivalent combination and experience.

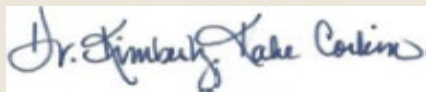
REQUIRED EXPERTISE

- Skilled in planning, organizing, and supervising all phases of construction projects.
- Proficient in operating business computers and office equipment, with experience using word processing, spreadsheet, and database software.
- Experienced in applying architectural and construction methodologies to effectively solve technical challenges.
- Competent in estimating project costs and accurately calculating labor requirements for various construction tasks.
- In-depth knowledge of the functions, organizational structure, policies, and procedures of the Hopi Tribal Housing Authority (HTHA).
- Familiar with applicable federal, state, county, and local laws, regulations, and compliance requirements.
- Strong command of business English, including correct spelling, grammar, punctuation, and basic arithmetic.
- Knowledgeable in construction methods, practices, and techniques, including industry standards for new builds, remodeling, maintenance, and facility repairs.
- Skilled in technical preparation of construction-related documents and specifications.
- Thorough understanding of HUD guidelines and regulations related to Indian housing programs.
- Knowledge of federal procurement rules, procedures, and best practices.
- Familiarity with electrical, mechanical, plumbing, and utility systems as they relate to construction projects.
- Understanding of building codes adopted by the HTHA and the Hopi Tribe.

- Strong verbal and written communication skills in English.
- Ability to handle sensitive information with discretion and maintain confidentiality.
- Ability to establish and maintain effective working relationships with staff, partners, and stakeholders.
- Capable of working independently and efficiently under pressure; able to make sound decisions and exercise independent judgment.
- Proficient in preparing and presenting detailed reports, drafting policies and procedures, analyzing complex situations, prioritizing multiple tasks, meeting deadlines, and following both oral and written instructions.

SUPPLEMENTAL REQUIREMENTS

- All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations, and the Hopi Tribal Housing Authority Personnel Policy
- A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
- Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
- Must be able to pass pre-employment drug, alcohol, and substance screening and randomly throughout term of employment.
- Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability, and sexual preference.

Approved By	
Title	Chief Executive Officer, Hopi Tribal Housing Authority
Date Approved	December 1, 2025

***Hopi Tribal Housing Authority******Inspector***

Under the direct supervision of the Project Manager or assigned designee, performs administrative duties and advanced construction inspections. Evaluates work quality, materials, and construction practices to ensure compliance with industry standards on a variety of federally funded projects (NAHASDA/HUD), including scattered sites, subdivisions, and model activities. Ensures all work conforms to construction documents, Hopi Tribal Housing Authority policies and procedures, applicable Hopi Tribal laws and ordinances, and established industry standards.

Job Title	<i>Inspector</i>	Reports to	<i>Project Manager</i>
Department	<i>Development – Construction Management</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>0809</i>	GS Scale	<i>9</i>

ESSENTIAL DUTIES

- Review plans and specifications for assigned projects and participate in pre-construction conferences.
- Attend and actively participate in planning and construction meetings, staff meetings, and conferences with federal, state, tribal, and other agencies as needed.
- Conduct routine to complex field inspections of NAHASDA/HUD-funded projects, including civil utility layouts, grading (rough and final), site preparation, foundations and floor systems, exterior and interior walls, cosmetic features, structural elements, HVAC (mechanical), plumbing, electrical systems, fire protection and alarm systems, on- and off-site sanitary, water, electrical, and propane gas distribution systems, as well as curbs, gutters, sidewalks, and survey monumentation.
- Inspect materials for identification and compliance with specifications and assess work in progress to ensure contractor adherence to contract requirements.
- Perform periodic job site inspections to review and approve pay applications and prepare written technical narrative reports and other project documentation as required.
- Monitor staffing reports and payroll for compliance with Hopi TERO and the U.S. Department of Labor's Davis-Bacon and Related Acts (DBRA).
- Develop and implement inspection schedules covering all phases of pre-construction and construction activities, including close-out procedures.
- Communicate firmly and tactfully with staff, contractors, architects, engineers, consultants, local

utility authorities, tribal representatives, and relevant governmental agencies and entities.

- Recommend corrective actions to the Development Director and/or Chief Executive Officer as needed, including design alterations, change orders, field orders, submittals, requests for information (RFIs), and material substitutions.
- Resolve construction-related issues concerning specifications, workmanship, labor compliance, and safety.
- Under the direction of the Program Manager, assist in compliance with adopted building codes (IRC, UBC, NEC, etc.) and local utility codes throughout the construction process.
- Maintain professional excellence by researching new technologies and industry best practices through workshops, seminars, conferences, professional publications, and networking with professional societies and contracting agencies.
- Implement and enforce OSHA regulations to maintain a safe working environment on project sites.
- Contribute effectively to team efforts and achieve related project goals.
- Perform additional duties as assigned or necessary.

REQUIRED QUALIFICATIONS

1. Bachelor's Degree in Engineering, Architecture, Construction Management, or related field; and
2. Five (5) years' experience in construction management, building inspection, engineering or equivalent combination of education and experience providing the ability to perform the required duties.
3. Building Inspectors Certifications in ICBO or other ICC Certifications.


REQUIRED EXPERTISE

- Skilled in planning, organizing, and supervising construction projects.
- Proficient in operating business computers and office equipment, including word processing, spreadsheets, database software, and construction project management tools.
- Experienced in applying architectural and construction techniques to solve technical problems.
- Skilled in estimating labor needs and applying cost estimates for various projects.
- Knowledgeable about the functions, structure, policies, and procedures of the Hopi Tribal Housing Authority.
- Familiar with relevant federal, state, county, and local laws, regulations, and requirements.
- Proficient in business English, including correct spelling, grammar, punctuation, and basic arithmetic.
- Well-versed in construction methods, practices, and techniques, including trade standards for new construction, remodeling, and maintenance of building facilities.
- Knowledgeable in quality assurance, inspection processes, and technical document preparation.
- Understanding of HUD guidelines and regulations governing Indian Housing programs.
- Familiar with federal procurement regulations and procedures.
- Knowledgeable in carpentry, masonry, finishing, electrical, utility, mechanical, and plumbing trades, with advanced general construction expertise.
- Experienced in material sampling, testing, estimating procedures, soil mechanics, geology, and building codes adopted by HTHA or the Tribe.
- Able to communicate effectively in English, both verbally and in writing.
- Able to understand and apply OSHA laws and regulations.
- Capable of inspecting moderate to complex construction projects, including structural components.
- Skilled at developing and maintaining project schedules using computer software.
- Able to identify faulty materials and poor workmanship, recommend remediation methods, and

- perform necessary mathematical calculations.
- Able to establish and maintain positive working relationships.
- Capable of working independently and efficiently under pressure, making sound decisions, and exercising good judgment.
- Skilled in preparing and presenting detailed reports, writing policies and procedures, analyzing situations, adopting appropriate actions, managing multiple tasks, meeting deadlines, and following oral and written instructions.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	<i>Chief Executive Officer, Hopi Tribal Housing Authority</i>
Date Approved	December 1, 2025

**Hopi Tribal Housing Authority****IT Director**

Under direct supervision of the Chief Executive Officer, will help with desktop issues, computer preparations, desktop set-up, website maintenance, maintain and monitor the organization's network. Perform other duties as needed. Maintains a high level of confidentiality.

Job Title	<i>IT Director</i>	Reports to	<i>Chief Executive Officer</i>
Department	<i>Information Technology</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>2210</i>	GS Scale	<i>11</i>

ESSENTIAL DUTIES

- Provides technical support and assistance to HTHA staff.
- Offers on-site help to resolve everyday desktop computer issues.
- Assists new users/personnel with computer setup and basic operational training, including but not limited to:
 - Microsoft Office programs such as Excel, Word, and PowerPoint
 - File management, including proper document naming, saving, and organization
 - Email functions, including sending, replying, setting signature blocks, organizing folders, and managing attachments
 - Calendar management, including creating and sending appointments and setting reminders
 - Additional email features such as filters, out-of-office messages, and group distribution lists
 - Use of internet browser tools
- Conducts preliminary diagnostics on desktop and laptop configurations using technical software and tools; performs basic repairs as needed.
- Maintains accurate records of all service requests, installations, preventive maintenance, repairs, equipment replacements, and retirements related to computers and communication devices.
- Monitors server systems and coordinates with external vendors to ensure uninterrupted operation of HTHA infrastructure; facilitates timely repairs to minimize downtime and reduce costs.
- Identifies potential system improvements and recommends changes to the supervisor.
- Installs, configures, maintains, troubleshoots software, and schedules routine maintenance in accordance with departmental guidelines.

- Performs authorized hardware and software upgrades on existing equipment.
- Troubleshoots issues related to desktops, laptops, printers, email, and network connectivity; performs routine server maintenance and installs patches on workstations, laptops, and servers.
- Sets up equipment for presentations as needed.
- Collaborates with employees to ensure efficient and appropriate use of all devices.
- Assists in maintaining the HTHA website.
- Configures phones and iPads for organizational use.
- Provides basic to advanced computer training on organizational software; supports preparation of department materials using Microsoft Word, Excel, PowerPoint, and other relevant tools.
- Performs other duties as assigned to support HTHA goals and operations.

REQUIRED QUALIFICATIONS

1. Associates Degree in Computer Science, Electronics Computer Engineering or related field; and
2. Two (2) years related work experience in personal computer/software maintenance, installation and troubleshooting, or equivalent combination of education and experience.


REQUIRED EXPERTISE

- Proficient in operating business computers and office equipment within a Windows environment, including Microsoft Word, Excel, Access, and presentation software such as PowerPoint.
- Skilled in troubleshooting technical issues, analyzing problems, and developing effective corrective action plans.
- Knowledgeable about operating systems, personal computers, and related hardware components.
- Familiar with Local Area Networks (LAN), office software suites, and their components.
- Well-versed in modern office practices, procedures, and equipment usage.
- Strong command of business English, including correct spelling, grammar, punctuation, and basic arithmetic.
- Experienced in records management and basic accounting procedures.
- Able to communicate clearly and effectively in English, both verbally and in writing.
- Capable of engaging with both technical and non-technical personnel with ease.
- Skilled at establishing and maintaining professional relationships.
- Represents the Chief Executive Officer professionally, fostering respect and confidence within the office.
- Maintains strict confidentiality when handling sensitive information.
- Efficiently manages multiple tasks while consistently meeting deadlines.
- Writes clearly and simply, tailored to the context and audience.
- Execute instructions accurately whether given verbally or in writing.
- Works independently with minimal supervision while maintaining high standards.
- Demonstrates a commitment to excellence and continuous improvement in all responsibilities.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.

3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	<i>CEO, Hopi Tribal Housing Authority</i>
Date Approved	November 25, 2025



Hopi Tribal Housing Authority

IT Specialist II

Under direct supervision of the IT Director, will help with more advanced technical support, systems maintenance, and project work. This role handles complex technical issues and supports infrastructure components. Maintains a high level of confidentiality.

Job Title	<i>IT Specialist II</i>	Reports to	<i>IT Director</i>
Department	<i>Information Technology</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>2210</i>	GS Scale	<i>8</i>

ESSENTIAL DUTIES

- Diagnose and resolve advanced hardware, software, and network issues.
- Provides technical support and assistance to HTHA staff.
- Manage or support servers, virtualized environments, network devices, or specialized systems depending on department needs.
- Works on-site to resolve routine desktop computer issues.
- Assists with setting up new users and offers basic training on computer operations, including:
 - Microsoft programs such as Excel, Word, and PowerPoint
 - File management, including proper naming, saving, and organization
 - Email functions like sending, replying, setting signature blocks, folder management, and handling attachments
 - Calendar management, including creating appointments and setting reminders
 - Additional email features such as filters, out-of-office messages, and group distribution lists
 - Use of internet browsers and related tools
- Conducts preliminary troubleshooting and analysis of desktop and laptop issues using technical software and tools; performs basic repairs as needed.
- Maintains detailed records of service requests, installations, preventive maintenance, repairs, replacements, and retirements of computer and communication equipment.
- Monitors server systems and collaborates with external vendors to ensure continuous operation of HTHA infrastructure, coordinating repairs to minimize downtime and costs.
- Installs, configures, maintains, and troubleshoots software, scheduling routine maintenance in accordance with departmental guidelines.

- Performs authorized hardware and software upgrades on existing equipment.
- Troubleshoots issues with desktops, laptops, printers, and networks; performs routine server maintenance and installs patches on workstations, laptops, and servers.
- Sets up equipment for presentations as needed.
- Coordinates with employees to ensure efficient and proper use of all devices.
- Assists with troubleshooting email and network connectivity issues.
- Supports maintenance of the HTHA website.
- Configures phones and iPads for organizational use.
- Provides computer training from basic to advanced levels on organizational software and assists in preparing department materials using Microsoft Word, Excel, PowerPoint, and related tools.
- Performs other duties as assigned to support HTHA operations and goals.

REQUIRED QUALIFICATIONS

1. Bachelor's degree in Computer Science, Electronics Computer Engineering or related field; and
2. Two to five years' related work experience in personal computer/software maintenance, installation and troubleshooting; or equivalent combination of education and experience.

REQUIRED EXPERTISE


- Proficient in operating business computers and office equipment within a Windows environment, including Microsoft Word, Excel, Access, and presentation software such as PowerPoint.
- Skilled in troubleshooting technical issues, analyzing problems, and developing effective corrective action plans.
- Knowledgeable about operating systems, personal computers, and related hardware components.
- Familiar with Local Area Networks (LAN), office software suites, and their components.
- Well-versed in modern office practices, procedures, and equipment.
- Strong command of business English, including proper spelling, grammar, punctuation, and basic arithmetic.
- Experienced in records management and basic accounting procedures.
- Able to communicate clearly and effectively in English, both verbally and in writing.
- Capable of interacting effectively with both technical and non-technical staff.
- Skilled at establishing and maintaining professional relationships.
- Represents the Chief Executive Officer professionally, fostering respect and confidence within the office.
- Maintains strict confidentiality when handling sensitive information.
- Efficiently manages multiple tasks while consistently meeting deadlines.
- Writes with clarity and simplicity appropriate to the task and audience.
- Accurately follows instructions provided verbally or in writing.
- Works independently with minimal supervision.
- Committed to excellence and continuous improvement in all areas of responsibility.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of

employment.

3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	<i>CEO, Hopi Tribal Housing Authority</i>
Date Approved	November 25, 2025



Hopi Tribal Housing Authority

IT Specialist I

Under direct supervision of the IT Director, will help with desktop issues, computer preparations, desktop set-up, website maintenance, maintain and monitor the organization's network. Perform other duties as needed. Maintains a high level of confidentiality.

Job Title	<i>IT Specialist I</i>	Reports to	<i>IT Director</i>
Department	<i>Information Technology</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>2210</i>	GS Scale	<i>7</i>

ESSENTIAL DUTIES

- Provides technical support and assistance to HTHA staff.
- Works on-site to resolve routine desktop computer issues.
- Assists with onboarding new users by setting up accounts and providing basic training on computer operations, including but not limited to:
 - Microsoft programs such as Excel, Word, and PowerPoint
 - File organization, naming conventions, and document saving
 - Email functions including sending, replying, signature blocks, folder management, and attachments
 - Calendar management, including creating appointments and setting reminders
 - Additional email features such as filters, out-of-office messages, and group distribution lists
 - Internet browser tools and navigation
- Performs initial diagnostics on desktop and laptop configurations using technical software and tools; completes basic repairs as needed.
- Maintains accurate records of service requests, installations, preventative maintenance, repairs, replacements, and retirements of computer and communication equipment.
- Monitors server systems and collaborates with external vendors to ensure continuous operation of HTHA infrastructure; coordinates repairs to minimize downtime and costs.
- Installs, configures, maintains, and troubleshoots software; schedules routine maintenance according to departmental guidelines.
- Performs authorized hardware and software upgrades on existing equipment.
- Troubleshoots issues with desktops, laptops, printers, and networks; performs routine server

maintenance and installs patches on workstations, laptops, and servers; sets up equipment for presentations.

- Coordinates with employees to ensure efficient and appropriate use of all devices.
- Troubleshoots email and network connectivity issues.
- Assists with the maintenance of the HTHA website.
- Configures phones and iPads for organizational use.
- Provides computer training ranging from basic to advanced levels on organizational software; supports the preparation of department materials using Microsoft Word, Excel, PowerPoint, and related tools.

REQUIRED QUALIFICATIONS

1. Associates Degree in Computer Science, Electronics Computer Engineering or related field; and
2. Two (2) years' related work experience in personal computer/software maintenance, installation and troubleshooting; or equivalent combination of education and experience.


REQUIRED EXPERTISE

- Proficient in operating business computers and office equipment within a Windows environment, including Microsoft Word, Excel, Access, and presentation software like PowerPoint.
- Skilled in troubleshooting, problem analysis, and developing effective corrective action plans.
- Knowledgeable about operating systems, personal computers, and related hardware components.
- Familiar with Local Area Networks (LAN), office software suites, and their components.
- Well-versed in modern office practices, procedures, and equipment.
- Strong command of business English, including proper spelling, grammar, punctuation, and basic arithmetic.
- Experienced in records management and basic accounting procedures.
- Able to communicate clearly and effectively in English, both verbally and in writing.
- Capable of engaging with both technical and non-technical personnel.
- Skilled at establishing and maintaining professional relationships.
- Represents the Chief Executive Officer professionally, fostering respect and confidence within the office.
- Maintains strict confidentiality of sensitive information.
- Efficiently manages multiple tasks while meeting deadlines.
- Writes clearly and simply, appropriate to the task and audience.
- Accurately follows instructions provided verbally or in writing.
- Works independently with minimal supervision.
- Committed to excellence and continuous improvement in all responsibilities.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.

4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	<i>CEO, Hopi Tribal Housing Authority</i>
Date Approved	November 25, 2025

*Hopi Tribal Housing Authority****Lead Resident Service Specialist***

Under the direct supervision of the Resident Service Director, the Lead Resident Service Specialist assists in implementing and administering policies, procedures, and programs to ensure effective management of HTHA properties. This role supports the oversight of Residential Services and Maintenance personnel, ensuring all staff comply with HTHA policies and standards. The role involves frequent interaction with tenants across various housing programs, providing assistance and addressing inquiries or concerns. A high level of confidentiality and professionalism is maintained at all times.

Job Title	<i>Lead Resident Service Specialist</i>	Reports to	<i>Resident Service Director</i>
Department	<i>Resident Services</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>1173</i>	GS Scale	<i>8</i>

ESSENTIAL DUTIES

- Maintains up-to-date knowledge of housing and property management policies and maintains current knowledge of housing and property management policies and procedures, recommending updates or revisions as needed. Assists in interpreting HTHA housing policies, rules, regulations, and related guidelines to tenants, under the supervision of the Resident Service Director or their designee.
- Collaborates closely with all HTHA departments to address and support the full range of tenant housing needs.
- Supports recruitment, mentoring, coaching, and professional growth of staff; provides guidance and assigns duties to meet operational objectives. Assists with performance evaluations, goal-setting, and identifying staff training needs. Reports and helps resolve staff performance or workplace issues in coordination with the Resident Service Director. Ensures staff awareness of conduct expectations and disciplinary processes.
- Reviews occupancy-related concerns, evaluates potential solutions, and makes recommendations. Manages tenant complaints, resolves conflicts and grievances, and facilitates negotiations as necessary. Utilizes effective communication skills to build cooperation among tenants, agencies, and stakeholders.
- Be the primary contact for residents by responding to inquiries, counsel on services for residents, and managing issues before escalation.
- Provide guidance to Resident Service Specialist.

- Provide observation reports that align with applicable housing program.
- Supervises maintenance staff related to operations and repairs of HTHA residential properties. Assists in planning, scheduling, and prioritizing work orders based on need and resource availability. Participates in preventive maintenance and housing inspections. Coordinates staffing and operational matters with the Resident Service Director, adjusting assignments as priorities and staff availability change.
- Aids in organizing and maintaining an on-call schedule for emergency housing needs and responds to after-hours issues as required. Assists in establishing preventive maintenance schedules for property systems and provides input on major repair recommendations.
- Coordinates with other departments to ensure timely upkeep, alterations, repairs, painting, construction, and inspections of family housing assets. Reviews and orders supplies necessary for maintenance and projects. Supports scheduling of annual housing inspections in accordance with HTHA policies.

REQUIRED QUALIFICATIONS


1. Bachelor's degree in Social Work, Public Administration, Human Services, Community Development, or a related field preferred.
2. Minimum of 3 years of experience in resident services, property management, or community outreach, preferably within a tribal housing authority or affordable housing environment.
3. Previous experience in a supervisory or lead role is highly desirable.

REQUIRED EXPERTISE

- Proficient in operating business computers and office equipment within a Windows environment, including software such as Word, Excel, Access, and presentation tools like PowerPoint.
- Skilled at identifying challenges and developing alternative solutions or courses of action based on available resources.
- Experienced in planning and organizing group activities and facilitating effective meetings.
- Knowledge of the functions, structure, policies, and procedures of the Hopi Tribal Housing Authority (HTHA).
- Familiar with relevant federal, state, county, and local laws, regulations, and compliance requirements.
- Ability to plan community events, lead resident meetings, and produce promotional materials.
- Understanding of tribal government programs and services.
- Awareness of socio-economic issues impacting health, education, and housing needs of low-income populations.
- Committed to maintaining strict confidentiality in all matters.
- Able to establish and maintain positive working relationships with individuals from diverse social and cultural backgrounds, as well as with staff and officials.
- Ability to interpret resident service data, reports, sheets, and engage with residents.
- Capable of working independently and efficiently under pressure, making sound decisions, and exercising good judgment.
- Demonstrates creativity, flexibility, and innovation in problem-solving and daily tasks.
- Strong analytical skills with the ability to assess situations and implement appropriate actions.
- Effective oral and written communication skills; able to manage multiple tasks and meet deadlines.
- Dedicated to achieving excellence and continuously seeking improvements in performance and outcomes.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	<i>CEO, Hopi Tribal Housing Authority</i>
Date Approved	

**Hopi Tribal Housing Authority****Maintenance Director**

The Maintenance Director works under the guidance and direction of the Chief Operating Officer to perform and supervise routine tasks, extensive preventative maintenance, and repair procedures related to the renovation and mechanical equipment and utility systems of HTHA Housing Program units. The Maintenance Director is provided with tools, supplies, and equipment necessary to effectively complete work assignments. Responsibilities include directing staff, setting priorities, assigning tasks, coordinating projects, and monitoring the work of colleagues in the field.

Job Title	<i>Maintenance Director</i>	Reports to	<i>Chief Operating Officer</i>
Department	<i>Maintenance</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>4701</i>	GS Scale	<i>10</i>

ESSENTIAL DUTIES

- Identify and recommend needed updates for property maintenance management policies and procedures.
- Interpret HTHA Housing policies, rules, regulations, and related directives to tenants in collaboration with the Resident Service Program Manager.
- Collaborate effectively with all HTHA departments to address the full range of tenant housing needs.
- Oversee the Modernization Program and supervises maintenance personnel responsible for the operation and repair of HTHA residential housing. Responsibilities include recruiting appropriate staff, developing project schedules, and ensuring compliance with procurement procedures, construction specifications, and organizational policies.
- Ensures all projects are completed on time, within budget, and fully compliant with relevant laws, regulations, and policies governing construction management and contract administration.
- Facilitate collaboration between departments to manage material handling systems and mechanical functions, ensuring all operational requirements are met.
- Utilizes strong communication and interpersonal skills to effectively manage housing maintenance, fostering cooperation among tenants, agencies, and personnel involved in housing services.
- Plans, schedules, and assign work orders based on priority, performing preventative maintenance, and assisting with annual housing inspections. Selects staff assignments based on experience, skills,

and availability of materials and equipment, coordinating with the Resident Service Program Manager to address issues and adjust priorities as needed.

- Manages security of vacant properties prior to development to prevent vandalism and unauthorized occupancy.
- Oversees follow-up on emergency and on-call maintenance work, providing recommendations for major repairs as required.
- Oversees grant proposals and reports to monitor outcomes and deliverables.
- Identifies potential future safety concerns for housing, including weather-related risks, crime prevention, and structural integrity.
- Enhances staff performance through coaching, counseling, delegation, monitoring, and timely appraisal of job tasks and outcomes.
- Ensures continuous training for maintenance staff to maintain work quality in accordance with department guidelines and industry standards.
- Coordinates the operation, maintenance, and utilization of family housing assets with other departments to ensure timely repairs, alterations, painting, and preventative maintenance inspections.
- Reviews and orders materials and supplies necessary to support Housing Program maintenance, projects, and preventative maintenance activities.
- Collaborates with the Resident Services Department to schedule annual Homeownership housing inspections and assists with pre- and post-tenant occupancy inspections.
- Supports the Program Manager in enforcing housing occupancy policies, including pet regulations, maintaining professional communication with tenants and staff.
- Ensures accurate entry and closure of work orders in the Housing Data Systems (HDS) software, including detailed labor and material costs for each tenant or customer.
- Maintains ongoing communication with the Resident Services Department and tenants/homebuyers to clarify maintenance responsibilities and assist in resolving maintenance-related complaints.
- Plans, promotes, and implements effective and efficient maintenance programs.
- Engages residents through monthly work schedules, regular communication, resident recognition initiatives, and ongoing promotion of Residential and Maintenance Services.
- Assists Resident Services Staff with Homebuyer Education responsibilities.
- Performs other duties as assigned or necessary.

REQUIRED QUALIFICATIONS

1. Bachelor's Degree or equivalent in Construction Management, or closely related field plus four (4) years of general work experience and demonstrates ability to perform progressively more complex, responsible or difficult duties; and shows ability to learn the specific nature of this job.
2. Must have knowledge and understanding in electrical circuitry and equipment; plumbing and mechanical systems, HVAC and refrigeration systems; be familiar with tools and parts associated with the building trades. Must be able to troubleshoot maintenance problems, determine its repair and complete successfully. Must be able to provide directions and monitor work of subordinates. Must have a valid state driver's license in order to operate a HTHA owned/leased vehicle.

REQUIRED EXPERTISE


- The Physical and Mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Physical:
 - a. Work requires frequent walking, standing, reaching, bending and carrying, with occasional

medium to heavy lifting of over 50 pounds; requires availability to respond to emergencies at night (sleep may be disrupted).

- Mental:
 - a. Exercises independent judgement to ensure appropriate action is taken on maintenance and safety, in cooperation with other departments.
- Proficient in operating business computers and office equipment within a Windows environment, including Microsoft Word, Excel, Access, and presentation software such as PowerPoint.
- Skilled in identifying problems and proposing alternative solutions or courses of action based on available resources.
- Experienced in planning and organizing construction projects, coordinating group activities, and facilitating effective meetings.
- Knowledgeable in applying architectural and construction techniques to resolve technical issues, as well as estimating labor costs for various projects.
- Familiar with construction methods, practices, and techniques, including accepted trade standards for new construction, remodeling, maintenance, and repair of building facilities.
- Well-versed in federal procurement regulations, procedures, and policies relevant to the Hopi Tribal Housing Authority.
- Knowledgeable of applicable federal, state, county, and tribal laws, government programs, and HUD guidelines governing Indian Housing Programs.
- Competent in business English, with strong skills in spelling, grammar, punctuation, and basic arithmetic.
- Understanding electrical, utility, mechanical, and plumbing trades, along with building codes adopted by the HTHA or the Hopi Tribe.
- Able to communicate clearly and effectively in English, both verbally and in writing, while maintaining strict confidentiality.
- Skilled in interacting professionally with individuals from diverse social and cultural backgrounds, including employees and officials.
- Capable of working independently and efficiently under pressure, making sound decisions, exercising independent judgment, and demonstrating creativity and flexibility while managing multiple tasks and meeting deadlines.
- Strong analytical skills to assess situations and determine appropriate courses of action.
- Able to follow oral and written instructions accurately and consistently demonstrate excellence while seeking continuous improvement.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	<i>Chief Executive Officer, Hopi Tribal Housing Authority</i>
Date Approved	December 1, 2025



Hopi Tribal Housing Authority

Maintenance Technician II

Under direct supervision of Lead Maintenance Technician II, performs basic preventive maintenance, repair, and renovation on rental housing units, office buildings, homeownership units, and equipment and appliances. Maintains homebuyer and rental units in a safe, sanitary, fully functional and neat appearing condition. Provides fee services for required maintenance to other households in the Hopi Tribal Community. Maintains a high level of confidentiality.

Job Title	<i>Maintenance Technician II</i>	Reports to	<i>Lead Maintenance Technician</i>
Department	<i>Maintenance</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>4701</i>	GS Scale	<i>7</i>

ESSENTIAL DUTIES

- Assists with annual inspections of rental and homeownership units; prepare material lists for each work order and estimates costs for repair materials; opens, tracks, and closes work orders; performs data entry and maintains repair and service schedules.
- Conducts preventive, routine, ongoing, and non-routine maintenance on rental and homeownership units and buildings.
- Installs and repairs doors, locks, windows, frames, floor tiles, and other fixtures; refines concrete surfaces on floors and walkways; mixes and applies paint to various interior and exterior surfaces; removes and replaces bathroom fixtures and enclosures; performs light electrical repairs and replacements on appliances, lighting fixtures, outlets, switches, and circuit breakers.
- Prepares and submits detailed reports on maintenance and repairs to the Maintenance Supervisor for inclusion in tenant files.
- Develop cost-effective maintenance, energy consumption, and operational processes to maintain efficient material handling systems.
- Coordinate with the Resident Services Specialists.
- Maintains a professional appearance while on duty, including during on-call service periods; maintain regular attendance.
- Performs small plaster patching, rebuilds walls, floors, and roofs, maintains and installs gas and electrical units and systems, and carries out other assigned routine maintenance tasks.
- Take responsibility for assigned hardware, tools, HTHA vehicles, equipment, and materials

used for maintenance and repairs.

- Provide cost estimates for repairs and major improvements.
- Inspects tools and equipment for defects, performs minor repairs and maintenance, and refers major repairs to the Maintenance Services Supervisor.
- Conducts minor repairs on various equipment and appliances in rental and homeownership units; reports defects as necessary.
- Utilizes a variety of hand and power tools, as well as precision measuring and testing instruments, safely and efficiently.
- Maintains the grounds and common areas of rental properties, including playgrounds and surrounding buildings.
- Responds to after-hours service calls as needed.
- Observes and enforces safety rules to ensure a safe working environment.
- Attend training sessions and seminars on safety, first aid, equipment operation, and related topics to maintain and improve job knowledge; contributes effectively as a team member to achieve organizational goals.
- Perform other duties as assigned or necessary.

REQUIRED QUALIFICATIONS

1. High School Diploma or GED plus three (3) years' experience in general construction, building trades, maintenance, carpentry, painting, or related experience.
2. Training certificate in building trades required, such as HVAC certification. (Plumbing, electrical, etc)
3. Must be in good physical health and may be required to submit to pre-employment and annual physical examination.

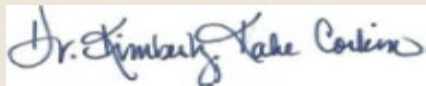
REQUIRED EXPERTISE

- Demonstrates skill and diplomacy in working with housing participants and homebuyers.
- Proficient in the safe operation of power tools and shop equipment.
- Skilled in diagnosing and repairing equipment used in maintenance and construction.
- Capable of reading and interpreting blueprints and technical drawings.
- Knowledgeable about the functions and organizational structure of the Hopi Tribal Housing Authority.
- Familiar with the proper use of maintenance tools, chemicals, cleaners, and disinfectants.
- Understands methods and best practices for preventive maintenance and repair work.
- Aware of occupational hazards and adhere to applicable safety protocols.
- Knowledgeable in rough and finish carpentry techniques.
- Well-versed in electrical, utility, mechanical, and plumbing trades.
- Familiar with building codes adopted by the HTHA or Hopi Tribe.
- Communicates effectively in English, both verbally and in writing.
- Able to establish and maintain professional relationships with individuals from diverse social and cultural backgrounds, as well as with colleagues at all levels.
- Follow oral and written instructions accurately.
- Skilled in preparing and maintaining detailed work orders and developing innovative ideas to improve existing material handling systems.
- Proficient in the use of hand tools, electrical tools, and lawn maintenance equipment.
- Ability to provide cost estimates for major projects or major repairs and solicit proposals from third parties if needed.

- Able to prioritize tasks and meet strict deadlines efficiently.
- Willing and able to learn trade theories and principles and pursue certification in various building trades.
- Competent in reading and interpreting housing plans and blueprints.
- Applies mathematical skills effectively to fulfill job responsibilities.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	CEO, Hopi Tribal Housing Authority
Date Approved	November 25, 2025

*Hopi Tribal Housing Authority****Maintenance Technician I***

Under direct supervision of Lead Maintenance Technician I, performs basic preventive maintenance, repair, and renovation on rental housing units, office buildings, homeownership units, and equipment and appliances. Maintains homebuyer and rental units in a safe, sanitary, fully functional and neat appearing condition. Provides fee services for required maintenance to other households in the Hopi Tribal Community. Maintains a high level of confidentiality.

Job Title	<i>Maintenance Technician I</i>	Reports to	<i>Lead Maintenance Technician</i>
Department	<i>Maintenance</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>4701</i>	GS Scale	<i>6</i>

ESSENTIAL DUTIES

- Assists with annual inspections of rental and homeownership units; prepare material lists for each work order and estimates costs for repair materials; opens, tracks, and closes work orders; performs data entry and maintains repair and service schedules.
- Conducts preventive, routine, ongoing, and non-routine maintenance on rental and homeownership units and buildings.
- Installs and repairs doors, locks, windows, frames, floor tiles, and other fixtures; refines concrete surfaces on floors and walkways; mixes and applies paint to various interior and exterior surfaces; removes and replaces bathroom fixtures and enclosures; performs light electrical repairs and replacements on appliances, lighting fixtures, outlets, switches, and circuit breakers.
- Prepares and submits detailed reports on maintenance and repairs to the Maintenance Supervisor for inclusion in tenant files.
- Develop cost-effective maintenance, energy consumption, and operational processes to maintain efficient material handling systems.
- Maintains a professional appearance while on duty, including during on-call service periods; maintain regular attendance.
- Performs small plaster patching, rebuilds walls, floors, and roofs, maintains and installs gas and electrical units and systems, and carries out other assigned routine maintenance tasks.
- Take responsibility for assigned hardware, tools, HTHA vehicles, equipment, and materials used for maintenance and repairs.

- Provide cost estimates for repairs and major improvements.
- Inspects tools and equipment for defects, performs minor repairs and maintenance, and refers major repairs to the Maintenance Services Supervisor.
- Conducts minor repairs on various equipment and appliances in rental and homeownership units; reports defects as necessary.
- Utilizes a variety of hand and power tools, as well as precision measuring and testing instruments, safely and efficiently.
- Maintains the grounds and common areas of rental properties, including playgrounds and surrounding buildings.
- Responds to after-hours service calls as needed.
- Observes and enforces safety rules to ensure a safe working environment.
- Attend training sessions and seminars on safety, first aid, equipment operation, and related topics to maintain and improve job knowledge; contributes effectively as a team member to achieve organizational goals.
- Perform other duties as assigned or necessary.

REQUIRED QUALIFICATIONS

4. High School Diploma or GED plus three (3) years' experience in general construction, building trades, maintenance, carpentry, painting, or related experience.
5. Training certificate in building trades preferred. Must be in good physical health and may be required to submit to pre-employment and annual physical examination.


REQUIRED EXPERTISE

- Demonstrates skill and diplomacy in working with housing participants and homebuyers.
- Proficient in the safe operation of power tools and shop equipment.
- Skilled in diagnosing and repairing equipment used in maintenance and construction.
- Capable of reading and interpreting blueprints and technical drawings.
- Knowledgeable about the functions and organizational structure of the Hopi Tribal Housing Authority.
- Familiar with the proper use of maintenance tools, chemicals, cleaners, and disinfectants.
- Understands methods and best practices for preventive maintenance and repair work.
- Aware of occupational hazards and adhere to applicable safety protocols.
- Knowledgeable in rough and finish carpentry techniques.
- Well-versed in electrical, utility, mechanical, and plumbing trades.
- Familiar with building codes adopted by the HTHA or Hopi Tribe.
- Communicates effectively in English, both verbally and in writing.
- Able to establish and maintain professional relationships with individuals from diverse social and cultural backgrounds, as well as with colleagues at all levels.
- Follow oral and written instructions accurately.
- Skilled in preparing and maintaining detailed work orders and developing innovative ideas to improve existing material handling systems.
- Proficient in the use of hand tools, electrical tools, and lawn maintenance equipment.
- Ability to provide cost estimates for major projects or major repairs and solicit proposals from third parties if needed.
- Able to prioritize tasks and meet strict deadlines efficiently.
- Willing and able to learn trade theories and principles and pursue certification in various building trades.

- Competent in reading and interpreting housing plans and blueprints.
- Applies mathematical skills effectively to fulfill job responsibilities.

SUPPLEMENTAL REQUIREMENTS

6. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
7. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
8. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
9. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
10. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	<i>CEO, Hopi Tribal Housing Authority</i>
Date Approved	November 25, 2025



Hopi Tribal Housing Authority

Lead Administrative Support Specialist

Under the direct supervision of the Chief Executive Officer, the Lead Administrative Support Specialist oversees the daily operations of the front desk and serves as the lead resource for administrative staff. This role ensures smooth office operations, manages complex administrative tasks, and provides guidance and mentorship to junior administrative personnel. The Lead Specialist handles escalated inquiries, maintains high standards of confidentiality, and supports organizational efficiency through process improvement and coordination.

Job Title	<i>Lead Administrative Support Specialist</i>	Reports to	<i>Chief Executive Officer</i>
Department	<i>Administration</i>	Classification	<i>Non-Exempt</i>
Class Code	<i>0318</i>	GS Scale	<i>5</i>

ESSENTIAL DUTIES

- Oversee front desk operations, including managing multi-line phone systems, greeting visitors, and directing inquiries to the appropriate staff.
- Provide leadership, guidance, and mentorship to administrative staff, promoting professional development and best practices.
- Respond to complex client and staff inquiries, providing effective solutions and ensuring a high standard of customer service.
- Manage the coordination and routing of incoming calls, messages, and mail; maintain records, logs, and calendars accurately.
- Supervise clerical tasks such as filing, document processing, photocopying, data entry, and compilation of reports.
- Monitor office equipment functionality, including phones, fax machines, and copiers; coordinate routine maintenance and report issues as needed.
- Utilize software applications to create complex documents, charts, and presentations based on varied input sources.
- Support business operations by monitoring office inventory and coordinating procurement of supplies and materials.
- Draft and prepare routine and specialized correspondence as requested.

- Ensure all office operations comply with organizational policies, confidentiality requirements, and professional standards.
- Identify opportunities for workflow improvements, implement solutions, and provide training to staff on updated processes.
- Perform other duties as assigned to support the efficient operation of the office.

REQUIRED QUALIFICATIONS


1. High School Diploma or GED required.
2. Associate's or Bachelor's degree preferred.
3. Minimum of three (3) years of administrative experience.
4. Must be able to type at least forty-five (45) wpm and demonstrate proficiency in interpersonal communications.

REQUIRED EXPERTISE

- Advanced proficiency in Microsoft Office Suite (Word, Excel, Access, PowerPoint) and standard office equipment.
- Skilled in operating business computers, multi-line phone systems, and modern office technology.
- Knowledgeable of traditional tribal governance, customs, and cultural practices.
- Understanding of organizational structure and functions of the Hopi Tribe.
- Strong verbal and written communication skills; proficiency in the Hopi language preferred.
- Ability to establish and maintain professional relationships with diverse individuals and staff at all levels.
- Demonstrated leadership, mentoring, and team collaboration skills.
- Strong problem-solving and decision-making abilities; able to exercise independent judgment.
- Excellent organizational, multitasking, and time management skills, with the ability to meet deadlines.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Professional demeanor in greeting the public and managing high-stress situations.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
3. Must pass a background investigation in accordance with applicable laws and regulations pertinent to Tribal Housing Authorities.
4. Must be able to pass pre-employment drug, alcohol and substance screening and randomly throughout term of employment.
5. Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act, Title 25, U.S. Code, and Section 472 & 473. The Hopi Housing Authority is committed to equal opportunity without discrimination due to race, sex, religion, color, national origin, marital status, disability and sexual preference.

Approved By	
Title	<i>Chief Executive Officer, Hopi Tribal Housing Authority</i>
Date Approved	December 1, 2025

*Hopi Tribal Housing Authority****Administrative Support Specialist***

Under the direct supervision of the Chief Executive Officer or Chief Operating Officer, this position oversees the daily operations of the front desk, including handling a multi-line phone system, responding to incoming calls, and directing callers and visitors to the appropriate staff. The role also includes performing various clerical tasks as needed while upholding a high standard of confidentiality.

Job Title	Administrative Support Specialist	Reports to	Chief Executive Officer/Chief Operating Officer
Department	Administration	Classification	Non-Exempt
Class Code	0318	GS Scale	4

ESSENTIAL DUTIES

- Greet and welcome visitors in a professional and courteous manner; determine the nature of their business and notify appropriate personnel. Respond to general inquiries and provide information about program services.
- Answer and direct incoming telephone calls using a multi-line phone system; determine the purpose of each call and route accordingly, always maintain professional telephone etiquette.
- Record and deliver messages or transfer calls to voicemail when appropriate; retrieve voicemail messages and forward them to the appropriate staff members.
- Maintain records, logs, and schedules such as staff rosters, directories, and calendars.
- Perform a variety of clerical tasks including receiving, sorting, logging, and routing mail; processing documents; filing; tabulating data; compiling and posting records; photocopying; and related duties.
- Deliver quick and effective resolutions to client's various needs and situations; effectively communicate the ongoing process with client.
- Ensure proper functioning of the phone system and other office equipment; perform or coordinate routine maintenance and repairs, and report issues to the supervisor.
- Utilize appropriate software applications to prepare standard and complex documents, including layouts, charts, and written materials based on various input sources.
- Support general business operations by monitoring inventory levels and coordinating the reordering of office supplies and materials as needed.

- Manage fax communications by sending outgoing faxes and logging, retrieving, and distributing incoming faxes.
- Draft and prepare routine correspondence as requested.
- Collaborate effectively as part of a team, contributing to shared goals while exercising confidentiality, tact, and diplomacy.
- Collaborate with internal business partners to resolve complex client goals and requests.
- Perform other duties as assigned or required to support office operations.

REQUIRED QUALIFICATIONS

1. High School Diploma or GED and one (1) year related experience; or
2. equivalent combination of education and experience.
3. Must be able to type at least forty-five (45) wpm and demonstrate proficiency in interpersonal communications.


REQUIRED EXPERTISE

- Proficient in operating business computers and office equipment in a Windows environment, including Microsoft Word, Excel, Access, and presentation software such as PowerPoint.
- Skilled in the use of business computers, standard office machines, and multi-line phone systems.
- Knowledgeable of traditional tribal governance, customs, and cultural practices.
- Understanding of the organizational structure and functions of the Hopi Tribe.
- Well-versed in modern office practices, procedures, and equipment usage.
- Strong knowledge of business English, including correct spelling, grammar, punctuation, and basic arithmetic.
- Effective verbal and written communication skills in English, with preferred proficiency in the Hopi language.
- Ability to establish and maintain professional and respectful relationships with individuals from diverse social and cultural backgrounds, as well as colleagues at all organizational levels.
- Ability to work independently or in a high-teamwork professional environment.
- Capable of greeting the public in a courteous and professional manner, and of providing or obtaining appropriate information.
- Ability to perform efficiently under pressure and in high-stress situations.
- Committed to maintaining confidentiality and handling sensitive information with discretion.
- Strong problem-solving skills, with the ability to assess situations and take appropriate action.
- Skilled in managing multiple tasks simultaneously while meeting deadlines.
- Ability to meet attendance and punctuality requirements.
- Able to follow instructions provided in both verbal and written formats.
- Demonstrated ability to exercise independent judgment and make sound decisions.

SUPPLEMENTAL REQUIREMENTS

1. All hires are contingent pending a satisfactory outcome of successful pre-employment screening in accordance with applicable laws, regulations and the Hopi Tribal Housing Authority Personnel Policy
2. A valid Arizona Driver's License is required with no DWI/DUI convictions within the last three (3) years. Must be insurable through HTHA's vehicle policy and maintain throughout the duration of employment.
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Approved By	
Title	<i>CEO, Hopi Tribal Housing Authority</i>
Date Approved	November 25, 2025