



UIHA Employee Job Description

Last updated: 27OCT21

Job Title: Rental
Occupancy Manager

Status: Full-time

Reports to: Residential Compliance Coordinator

FLSA: Non-Exempt

Salary: \$29.07/hr

Department: Occupancy

Supervisor:

Works under the direct supervision of the Residential Compliance Coordinator.

Scope of Duties:

Responsible for reviewing, verifying, calculating and processing tenant data as it pertains to the management of the low rental program. Responsible for maintaining a portfolio of all UIHA low rental properties. Responsible for conducting annual recertification and inspections, including reviews of tenant file documents, rent calculations and UIHA regulations. Provide follow-up monitoring of properties to ensure compliance with HUD and NAHASDA requirements.

Duties and Responsibilities:

A summary of duties and responsibilities is listed below, but will perform other duties as assigned:

- Conducts annual, on-site recertification and inspection of each assigned property and verifies compliance with UIHA rules and regulations.
- Compiles subsequent review findings and formally reports any omissions or violations identified in audited documents to UIHA and tenants.
- Ensures internal workflow tracking on Housing Data Systems (HDS) software is updated in a timely manner.
- Tracks progress of work using HDS from scheduling reviews with tenants, through conducting the management review and completing all related follow-up.
- Provides exceptional customer service to tenants.
- Responds to tenant inquiries.
- Organizes documents for entry – move-ins, move-outs etc.
- Verifies accuracy of documents obtained from various formal agencies.
- Remains current on new HUD regulations and on HDS updates.
- Maintains highly sensitive and confidential material.
- Communicates with the Residential Compliance Coordinator regularly.
- Calculates family income to determine monthly rent and reviews the UIHA dwelling lease and the Rules of Occupancy with tenant.
- Prepares contracts and agreements of new residents, orientation, showing vacant units to new clients, etc.
- Monitors occupancy housing activities to ensure programs are in compliance with HUD and NAHASDA rules and regulations and guidelines.
- Prepares a payment plan agreed upon by delinquent Tenants and Homebuyers and assist in monitoring payments.
- Completes conveyances, subleases, successorship and beneficiaries.

Education and Experience:

Associates degree in Business Administration, Public Administration or Social Sciences from accredited college or university. Three years of working in property management or a related



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field, organizational management, or an equivalent combination of experience and education. Preferred experience with occupancy and/or residential specialist training. Preferred experience with HUD regulations, accounting, principles as well as Housing Authority policies and procedures.

Required Knowledge, Skills and Abilities:

- Must be able to work with basic computer skills including Microsoft Office applications.
- Strong ability to communicate effectively, both verbally or written.
- Ability to follow formal and informal directions from superiors.
- Must possess strong organization skills.
- Strong ability to maintain discretion in handling personal and confidential information.
- Ability to meet timelines and deal with unexpected situations effectively.
- Ability to work with other employees with the goal of completing a given task.
- Ability to professionally interact with general public, especially tenants of UIHA.
- Ability to adhere to rules and regulations regarding UIHA and knowledge of NAHASDA regulations.
- Ability to be flexible with working on multiple projects at one time as assigned.
- Knowledge of Tribal laws pertaining to low income housing, specifically homeownership.
- Data entry skills, Organization, Attention to Detail, Documentation Skills, Dependability.
- Knowledge of the HUD and NAHASDA Regulations pertaining to and Homebuyers.

Necessary Requirements:

- Must possess Valid Utah State Driver's License
- Submit a driving record from DMV with application
- Obtain and Maintain a Tribal Department License
- Subjected to random Drug Testing
- Upon successful hire, will be required to fulfill a Criminal History Background Check