
Housing Authority of the Cherokee Nation

Human Resources Job Description



Job Title: SUPERVISOR, HOUSING

SUMMARY: Supervises housing program(s) staff in the geographic area in which they are assigned. Reports to and works under the direction of the Housing Manager. Assures that housing program policy and procedure is followed. Provides direction and technical assistance to staff related to scheduling, data base, operating policies, and operational procedures. Provides case management/referrals to housing program participants and applicants. Monitors the program delinquencies/vacancies and produces reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Include the following. Other duties may be assigned.

Develops individual self-sufficiency plans for program participants/applicants.

Provides case management functions for program participants/applicants.

Directs the Clerks, Housing Counselors, and Inspectors on data collection, eligibility determination, scheduling, and policy compliance.

Provides technical assistance related to communication skills, interviewing, and customer service.

Monitors work quality and adherence to policy.

Monitors case loads and quality.

Provides appropriate and needed information to personnel performing monitoring functions.

Provides administrative authority and support to ensure completion of all related projects.

Researches tribal member related complaints and provides options and solutions.

PREPARED BY: HUMAN
RESOURCES

DEPARTMENT: AS ASSIGNED

REPORTS TO: AS ASSIGNED

PREPARED DATE: 9/19/2013

1ST REVISION DATE:

FLSA STATUS: EXEMPT

Employees are held accountable
for all duties and responsibilities of
this job.

Compiles information, data, and analysis for reporting purposes

Composes and types correspondence and reports.
Maintains files.

SUPERVISORY RESPONSIBILITIES: Directly supervises 4-8 employees in the assigned department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

RESPONSIBILITIES/ACCOUNTABILITIES: The level of responsibility/ accountability required to successfully accomplish the essential duties of this job is as follows.

Heavy (Sets work procedures, priorities, levels of responsibility, organizes own work and set own processes.)

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

EDUCATION REQUIREMENT: Bachelor's degree from 4-year College or university; or six years related experience; or equivalent combination of education and experience.

EXPERIENCE REQUIREMENT: An additional four (4) years' experience in a related field.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations

COMPUTER SKILLS: To perform this job successfully, an individual should have knowledge of Accounting software; Contact Management systems; Database software; Human Resource systems; Internet software; Inventory software; Payroll

systems; Project Management software; Spreadsheet software and Word Processing software

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS: Must possess a valid driver's license with a driving history verified through a motor vehicle report that meets requirements for Cherokee Nation underwriting rating.

OTHER SKILLS AND ABILITIES: Must possess knowledge of personal computers, calculators, general office equipment, and various Software (i.e. word processing, spreadsheets, and database) applications.

Embraces and implements the Jobs/Language/Community HACN Strategy.

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.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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.

The noise level in the work environment is usually moderate.