



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	722-1400-004	Last Revised:	06/14/2013
Position Title:	Housing Rehab & Property Manager	Department:	HCD Administration
Reports to:	Director of Planning, Production & Services	Division:	Housing & Community Development

Primary Function: The primary function of this position is the oversight and management of a multi-million dollar housing inventory, and administration of property management and Tribal rehabilitation services. Establishes and implements housing rehabilitation initiative policies and procedures. Establishes comprehensive Tribal-wide housing inspection programs based on housing quality standards for rental and owner-occupied units, especially for effective administration of the newly established Tribal Rehabilitation Initiative. Serves as property manager of record for all rental housing units as designated. Works closely with Division managers and other housing entities (e.g. QHA, etc.) to ensure efficient use of resources for improving the quality of existing housing stock.

Job Duties and Responsibilities:

- Develops comprehensive real property management system to operate and maintain multi-million dollar portfolio of rental units overseen by the HCD Division
- Serves as manager for Tribal-wide Housing Rehabilitation Initiative, training staff and supervising home inspections, work write-ups and cost estimation processes, working with as many as four different Tribal programs and supervising assigned employees and contractors
- Develops guidelines, policies and operating procedures for the administration of Tribal-wide emergency repair, home repair, rehab programs and special summer home repair projects, serving as production administrator for these efforts
- Provides proactive leadership in the development of Tribal-wide housing rehabilitation efforts, ensuring a coordinated, seamless service delivery system
- Develops and oversees home maintenance and repair education programs
- Researches rehab grant opportunities and establishes appropriate programs with lenders/banks/funding sources
- Assists with special programs and events such as Cherokee Annual Housing Fair, Fair Housing and Homeownership Month, housing information forums/public cable programming and housing publications (newsletters, etc.)
- Conducts and/or oversees informational workshops on home maintenance, home care, and available services
- Assists Director of Planning, Production & Services (HCD Director) with budget planning as it relates to property management, unit turnover, maintenance, capital improvements, and loss-reduction.
- Serves as Division's staff advisor to TERO on rehab contractor related standards and issues
- Performs job duties according to established safety guidelines and HCD Division policies
- Must have own transportation
- Assists or takes lead as assigned on special projects within the Tribe, such as weather-related events, inclement weather procedures and protocol
- Other duties as assigned to facilitate success of the Division's programs and initiatives

Education/ Experience:	<p><u>Minimum Requirement:</u> Associate's Degree preferred, two years (2) direct experience in administering a construction training program; must have 2 years of supervisory experience, at least two years of housing/property management experience, and at least two (2) years experience in direct management of housing rehabilitation programs.</p> <p><u>Preferred Experience:</u> Due to the critical nature of the core elements of the position, incumbent should be proficient in all minimum skill/experience areas. A reasonable adjustment time frame for the specific HCD work environment shall be allowed and may require 6 months to acclimate. Bachelor's degree strongly preferred but shall not replace minimum requirements.</p>
Job Knowledge:	<p>Must have knowledge of procedures, policies, and practices of Housing & Community Development Division. Must have considerable technical and programmatic knowledge in the areas of housing rehabilitation/inspection, property management and homeownership education. Must be proficient in the use of personal computer (PC) software such as Microsoft Word or Word Perfect, and in the use of spreadsheets such as Microsoft Excel. Must have substantial knowledge of office management, payroll administration, meeting planning, and public relations. Experience in supervising others is required. Ability to plan, implement and evaluate administrative procedures is required. Must possess a valid North Carolina driver's license.</p>
Contact with Others:	<p>Has frequent contact with public and housing professionals both in person and by phone. Incumbent trains, counsels and critiques the activities of others. Works with employees, directors, Tribal agencies, governmental agencies, builders/contractors and other professional representatives. This work requires a high degree of tact, courtesy, business etiquette and negotiation skills.</p>
Confidential Data:	<p>Has access to Division and department reports concerning organizational issues, development plans, staff/employee matters and budgets. Information contained in files may not be in the public domain and thus may be deemed confidential. Confidentiality is a required part of this position. Incumbent must operate within this framework at all times and must sign an agreement that they understand and will abide by this requirement per Housing Division and Tribal guidelines.</p>
Mental/Visual/ Physical Effort:	<p>Close concentration and attention to detail is required while performing most duties of the job. The employee is subject to frequent interruptions both by phone and in person that require varied responses with each contact. Work involves recurring tasks and considerable sitting, typing, writing, and communicating. Must be able to sit, stand, walk, kneel, reach, speak and hear. Occasional travel and training may be required. Must be able to pass a drug test and work a 40-hour workweek.</p>
Environment:	<p>Works in a normal business office environment while performing job duties. Requires multiple visits to work sites, homes being renovated and housing development areas where construction is taking place. Special safety gear (e.g., hard-hat, etc.) may be required at construction worksites.</p>
Scope of Supervision:	<p>Incumbent will supervise 3-4 subordinates and several contractors as prescribed by program requirements for property management and housing rehabilitation/inspections.</p>
Supervision Received:	<p>Incumbent reports to the Director of Planning Production & Services (HCD Director), and works closely with the Housing Development team, Department Managers. This position requires a relatively high level of expertise and good professional judgment; incumbent will be required to function with minimal day-to-day supervision.</p>

Responsibility for Accuracy:

A high degree of accuracy is imperative. Since this is a high level and visible position, incumbent's work needs to be of a professional quality at all times.

Resourcefulness & Initiative:

Follow well-defined procedures and guidelines in job duties with minimal supervision. This is a position requiring pro-activity and creative approaches to getting things done. Must communicate and respond appropriately to various situations.