



Eastern Band of Cherokee Indians

MANAGER - SB&CC HOUSING / HELP / BUILDING MAINTENANCE

Position Description

Program:	SB&CC Housing/HELP/ Building Maintenance	Reports to:	Director - Snowbird/Cherokee County Division
Division:	Snowbird & Cherokee County	Position Number:	901014001
Classification:	Exempt	Revision Date:	10/01/2022
Pay Level:	14	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

The Handicapped and Elderly Living Program "HELP" Manager works with and reports to the Director of Snowbird/Cherokee County Services to coordinate and oversee HELP, Housing, & Building Maintenance Programs. This position will specifically coordinate and supervise activities for these programs, which include field operations for repairs to clients' homes, safety, quality control, scheduling, grounds/Tribal building maintenance, and contracts. Manages all aspects of the programs' operational policies, objectives, and compliance. Responsible for the attainment of short- and long-term financial and operational goals for the program. The Manager facilitates long range planning for all program areas. Serves as the primary point of contact for the programs, working closely with related Cherokee Programs to ensure services, communication, and customers are served fairly and timely.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Serves as fiscal manager for the programs, ensuring all purchases and expenditures are in compliance with the EBCI Fiscal Management Policy.
- Provides oversight to the Office Coordinator in all aspects of fiscal management.
- Maintains all property and equipment records in compliance with Tribal policies.
- Prepares contracts and reviews and approves progress payments.
- Utilizes expertise to ensure contractor work is correct, safe and meets the established deliverables.
- Maintains positive and professional relationships with clients.
- Provides accurate information in all reporting.
- Oversee the inspection of homes of applicants to ensure that all critical home repair issues have been addressed and are identified in the application.
- Ensure that all inspections are scheduled and performed in a timely manner.
- Ability to communicate in a professional and courteous manner with clients.
- Guide supervisors in advising clients in the area of home maintenance and repairs to enhance their skills in order to carry out their responsibilities as homeowners.
- Investigate and make independent decisions to identify repairs and prioritize.
- Coordinate with the supervisors of HELP, Housing, and Building Maintenance.
- Perform job duties according to established safety guidelines and Tribal policies.

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- Work cooperatively with other employees, programs, clients, and community members.
- Perform other job duties as assigned.
- Incumbent is subject to Emergency Call Out, 24/7, year-round as needed.

Scope of Supervision:

Provides direct supervision to direct reports to and has oversight for all program staff. Reports to the Director - Snowbird /Cherokee County Services.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	Five (5) years of related experience required. Experience in construction management and to include 2 years supervisory experience.
Education:	Bachelor's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 5 years with a High School Diploma/GED equivalent; or 3 years with an Associate's Degree.
Licenses & Certifications:	Valid, insurable NC Driver's License required. Must possess CPR/First Aid certified within six (6) months of being in position.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Strong computer aptitude to include basic knowledge of Microsoft Office & Excel.
- Strong organizational and communication skills.
- Team building skills.
- Knowledgeable of building codes.
- Knowledgeable of OSHA.
- Must show demonstrated experience and proficient in all minimum skill areas.
- Knowledgeable of procedures for construction and ability to read and understand construction documents.

Safety/Accuracy Focus:

Clients' applications and office procedures require close concentration. Failure to perform duties in a proper way could result in improper care and/or a loss of services for the clients of the program.

Key Relationships:

Interact with internal and external customers/clients in a polite and professional manner. Daily contact is made with the public, clients, families, visitors, staff, and other Tribal entities. The nature of work requires a high degree of tact, courtesy, and business etiquette.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Follows well defined procedures and guidelines in job duties with minimal supervision. Must communicate and respond appropriately to various situations.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Has access to client files which are considered confidential. Must adhere to all Tribal confidentiality policies and procedures. Has access to employee files and records which requires the highest level of confidentiality.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

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PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work Environment: Exposed to both office and outside job conditions. Often encounters inclement weather, noise, dust, odors, messy, and unpleasant work conditions which could be present for brief or extended periods of time.

**Mental/Visual/
Physical Effort:** Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. Close concentration is needed while performing job duties. Employee is subject to interruptions by phone and in person, which requires varied responses with each contact. While in the office and field, the duty of the job routinely requires, standing, walking, sitting, kneeling, reaching, speaking, seeing, and hearing.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

Position Description

ACKNOWLEDGMENT

I have reviewed the content of the **Manager - SB&CC Housing / Help / Building Maintenance** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Jeff Thompson

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date