

Ho-Chunk Community Development Corporation

Position Description

Position Title: Tenant Services Coordinator

Position Category: Non-Exempt Hourly

General Responsibilities: The Tenant Services Coordinator shall perform direct services to tenants of properties located in HoChunk Village and under management by HCCDC. This will include assisting low-income households in establishing eligibility for affordable rental housing, providing information/education about tenants' rights and responsibilities, coordinating maintenance and repairs for properties, ensuring compliance with leases, tenant handbook, and requirements associated with the administration of Low Income Tax Credit properties.

Characteristic Duties:

Property Management:

1. Marketing- keeps properties occupied with qualified tenants through advertising, lead follow up, property showings for prospective tenants.
2. Tenant Relations- develops rental agreements, selects qualified tenants, collects deposits and rents, enforces terms of rental agreements, resolves tenant complaints, oversees eviction proceedings if necessary.
3. Facilities Management- schedules maintenance and repairs, negotiates contracts with vendors, regularly inspects property to ensure it is in good working order, and quickly resolves emergency maintenance issues.
4. Owner Relations- keeps open dialogue with property owner and investors' representatives on vacancies, tenants, physical condition of property, financial issues.

Tenant Education:

1. Provide education regarding tenants' rights and responsibilities under Tribal Code and the Nebraska Landlord Tenant law
2. Conduct regular tenant meetings to address tenant and owners concerns, build a sense of community, share information, etc.
3. Provide information and referral to tenants to help them access financial, health, counseling, and other services as needed

General Duties:

1. Coordinate and directly deliver services to tenants of properties managed by HCCDC
2. Provide housing property management services.
3. Serve as the representative between homebuyers, homeowners, building contractors, and HCCDC.
4. Establish and maintain effective working relationships with elected and appointed officials, public and private agency employees, and the general public.
5. Maintain all tenant and LITC property files.
6. Implement the policies, programs, and projects of HCCDC as set forth by the Executive Director, HCCDC Work Plans, and HCCDC Board of Directors.
7. Perform other duties as assigned.
8. Coordinate with other HCCDC projects and initiatives, as assigned

Supervision: The Tenant Services Coordinator will work under the supervision and direction of the Executive Director and be expected to complete assignments independently or as a member of a project team.

Qualifications: Associates Degree in public administration, human services, education, or related field is preferred. (Pertinent experience may substitute for degree.) Two years of experience in direct client services, property management/maintenance, or project administration preferred. The individual should be familiar with landlord/tenant law and basic property maintenance. Excellent customer service skills required. Should have effective oral and written communication skills, organizational skills and be able to establish and maintain effective working relationships with the public and private sector. Computer experience. Ability to meet multiple deadlines and organize large volumes of data.