

541-429-7180



HumanResources@ctuir.org



46411 Timíne Way
Office of Human Resources
Pendleton, OR 97801

Re-Advertised

*Note background check required & RMQ 21

POSITION DESCRIPTION and VACANCY ANNOUNCEMENT

POSITION TITLE: Resident Services Coordinator

SALARY: Pay Range: 7
\$43,497.36 to \$55,486.20per year DOQ/DOE

DEPARTMENT: Housing Department

LOCATION: Position located at the Housing Office, Mission, Oregon,
Confederated Tribes of the Umatilla Indian Reservation.

EMPLOYMENT STATUS: Full Time with benefits package
Non-Exempt
Requires background check

SUPERVISED BY: Resident Service/Compliance Manager

OPENING DATE: September 24, 2025

CLOSING DATE: Open until filled with review October 2, 2025

CTUIR MISSION STATEMENT

Exercise the Tribe's sovereign authority to achieve the maximum protection of resources identified in the Treaty of 1855, to protect newly acquired lands wherein the Tribe has a vested interest, to protect the lands of all the citizens and residents of the Umatilla Indian Reservation. This position will protect human life, water, land, air, and wildlife by exercising professional skills and abilities in the protection of the resources of the Confederated Tribes of the Umatilla Indian Reservation.

GENERAL STATEMENT OF DUTIES

Under general supervision the Resident Services Coordinator is responsible to assist with all duties related to Admissions and Occupancy for both Tax Credit and Income Based programs, schedule appointments with tenants; certify eligibility, send notices and correspondences to all tenants; case management of all tenants, represent housing in court cases, basic office duties. The coordinator

will work with other resident services staff on developing innovative strategies to meet occupancy into rental units.

EXAMPLES OF ESSENTIAL JOB DUTIES & RESPONSIBILITIES

1. Admissions & Occupancy for all programs managed by the Housing Department.
2. Assist applicants in completing applications, leases and other forms.
3. Interview applicants and gather information to determine eligibility or ineligibility and assignment of units for all programs based on appropriate Tribal, State and Federal regulations, and CTUIR-Housing policies.
4. Outlines program eligibility and requirements.
5. Maintain accurate detailed files, notes, records, and retrieve information from records as requested. Make required notations for applicant and participant/resident files.
6. Provide regular reporting to the Resident Services/Compliance Manager, Housing Director, Housing Commission, & Board of Trustees.
7. Complete leases and related duties include calculating rents for move-ins, interim re-certifications, annual re-certifications, and change of units when needed.
8. Complete eviction process for tenants that are out of compliance and represent the Housing Department in court.
9. Prepare letters and information packets for mailing.
10. Schedule appointments for applicants, program participants, and residents.
11. Constantly review HUD policy changes and updates and recommend changes in CTUIR-Housing Department policies or procedures to keep Housing Department in compliance.
12. Show available rentals to prospective tenants when needed.
13. Link emergency housing services to tenants or other potential tenants.
14. Provide back-up and/or relief coverage to the front desk.
15. Assists in distributing flyers or notices to tenants.
16. Maintains up-to-date desk manual.
17. Performs other essential duties and tasks as assigned.

SUPERVISORY AUTHORITY:

None

SIGNATORY AUTHORITY:

Resident Service Paperwork

ACCESS TO SENSITIVE AREAS:

Sensitive areas of the housing department and programs, which contain sensitive documentation and material, such as tenant files and Housing Data Program. Entering occupied rental units.

REQUIRED MINIMUM QUALIFICATIONS: (It is the responsibility of the applicant to demonstrate in writing he/she does meet the following minimum qualifications.)

1. Associate's degree in business administration, government, public administration or related field with three (3) years related experience in working with either tenant management, counseling, individual case management, and/or housing programs. OR
2. High School Diploma or GED with five (5) years related experience in working with either tenant management, counseling, individual case management, and/or housing programs.

3. Knowledge and working under tribal laws, federal and/or state regulation, and HUD guidelines pertaining to the management of rental housing in both Tax Credit and Income Based Programs.
4. Ability to provide inspections on rental units.
5. Knowledge of regulations and guidelines governing Admissions & Occupancy policies of the Housing Department and HUD.
6. Able to work with households of different needs and work on solutions to those needs.
7. Able to always uphold HD and HUD policy as necessary in tribal court. (Evictions and Compliance Issues)
8. Requires ability to read and write and perform/understand basic mathematical calculations with speed and accuracy; how to use a calculator, spreadsheets, interpret, and implement written instructions, etc.
9. Requires ability to hear and speak effectively, both orally and in writing, to exchange information and make presentations.
10. Must have good manual dexterity, including eye/hand coordination, finger dexterity, etc., in operating computer keyboard and related software, computer printers, adding machine, telephone system, fax machine, photocopier, typewriter, stamp machine, and other office equipment.
11. Ability to establish and maintain effective working relationships with staff, local service providers, and the public.
12. Ability to organize, establish priorities and meet deadlines for work.
13. Possess good writing and communication skills when working with tenants independently and as a team member
14. Strong knowledge or willingness to learn and understand the program policies to maintain compliance.
15. Maintain a good filing system and record-keeping system.
16. Ability to always maintain CONFIDENTIALITY.
17. Must have experience with and a thorough understanding of Microsoft Windows and Microsoft Office 365 products.
18. Knowledge of principles and practices of customer service
19. Requires experience working with income-sensitive populations in a multi-ethnic and multi-cultural environment while maintaining quality customer service.
20. Requires principles of mediation and negotiations.
21. Must have a valid driver's license and meet Tribal insurance requirements.

PHYSICAL DEMANDS:

1. Ability to use standard computer programming such as Microsoft Office (Word, Excel, PowerPoint, Outlook).
2. Ability to stand and walk around for long periods of time.
3. Ability to sit in automobiles and or airplanes for travel to conferences, seminars, and training.
4. Ability to lift up to 50 pounds of records or other material in storage containers/totes/boxes, over the head.

Pursuant to Tribal Worker's Benefit Code, Section 4.02.A. "All workers shall disclose any pre-existing physical or mental disorder and/or disability that could potentially affect or impair the worker's ability to perform in a reasonable and safe manner the activities involved in the position in which they work. Disclosure shall be made in the employment application or interview before commencing

employment or before commencing new job duties after job reclassification, reassignment, promotion, demotion, or other change in job duties. The content of such disclosure shall be made promptly by the covered worker after submitting a claim for benefits under this Code.”

SELECTION PROCESS:

Tribal Personnel Policies Manual, Section 3.01: Employment Preferences

The Tribe's employment preferences shall be as follows:

1. Indian Preference. It shall be the policy of the Tribe to provide preference in hiring opportunities within the Tribal government to CTUIR members and to other Indians enrolled in federally recognized tribes. This CTUIR member and Indian preference shall be applicable in all employees hiring, promotion, and transfer decisions.
2. Veteran's Preference. It shall be the policy of the Tribe to provide preference in hiring opportunities to veterans honorably discharged from the United States Armed Forces.
3. The employment preferences set forth in this section shall apply to all Tribal programs regardless of the program's funding source and shall apply to all classes of positions referenced in §3.05.
4. Except for the employment preferences authorized under this section, it shall be the policy of the Tribe that no employee or job applicant shall be discriminated against in pursuit of employment or career growth due to race, color, religion, gender, sexual orientation, age or national origin.

All CTUIR Tribal positions are competitive. All employment applications and supportive employment material will be evaluated based on the relevance of the applicant's qualifications and experience as it applies to this position. Applicants who demonstrate that they meet the minimum qualifications and experience most relevant to this position will be considered qualified to compete for this position and be eligible for an interview.

DRUG FREE WORKPLACE:

The Confederated Tribes of the Umatilla Indian Reservation has a “Drug Free Workplace Policy” and will conduct Pre-Employment Drug Testing. A pre-employment drug test is required before any employment offer is to be made. All tribal employees classified as safety sensitive are subject to random Alcohol and Drug testing pursuant to the Tribal Personnel Policies Manual.

APPLICATION DEADLINE:

Complete Tribal employment applications will be accepted until 4:00 P.M., on the posted closing date as found on Page 1 of this announcement or postmarked by that date. **ONLY THOSE TRIBAL EMPLOYMENT APPLICATION PACKETS WHICH ARE COMPLETE, WITH ALL ADDITIONAL REQUIRED INFORMATION, AS FOUND IN THE “REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL” BELOW WILL BE CONSIDERED.** Employment application packets received after the application deadline will not be considered.

It is the responsibility of the applicant to provide sufficient evidence to show they fully meet the qualification requirements.

REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL:

1. Completed Tribal Employment application.
2. Cover letter explaining your qualifications and experience relevant to the functions of this position.
3. Personal resume identifying your qualifications and experiences relevant to the functions of this position.
4. Completed CTUIR's Supplemental Application Form if applicable.
5. High School Diploma/GED or copy of official college transcripts (if applicable).
6. Tribal and Indian preference: Must provide copy of Tribal Enrollment Card, Certificate of Indian Blood or such with Federally Recognized Tribe.
7. Veteran's preference: Must provide proof of honorable service and discharge or completed Form DD214.

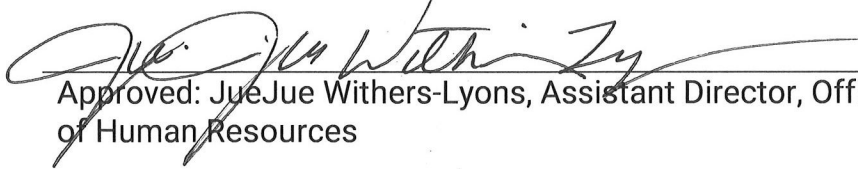
APPLICANT RESPONSIBILITY

It is the absolute responsibility of the applicant to provide sufficient evidence to show they fully meet the minimum qualification requirements. Applicants failing to meet the minimum qualifications are not granted interviews. If it is questionable as to whether an applicant meets the minimum qualifications, an interview may be granted solely to make that determination.

OBTAIN AND SUBMIT APPLICATION TO:

Confederated Tribes of the Umatilla Indian Reservation
Office of Human Resources
Staffing and Onboarding
46411 Timíne Way
Pendleton, OR. 97801
Phone: (541) 276-3570 or Fax: (541)276-9060

To be considered, application package must be post marked by the closing date.


Approved: JueJue Withers-Lyons, Assistant Director, Office
of Human Resources

9/24/2025
Date

Applicant Review and Acknowledgement

I have read the foregoing position description and understand the requirements of the position for which I am applying. I further certify that I fully meet the minimum qualifications for the position as advertised. *(Original signature must be placed on file in the employee's personnel file when/if hired for this position.)*

Applicant Signature

Date

