



# DELAWARE TRIBE OF INDIANS

## JOB DESCRIPTION

<b>Position:</b>	Intake Clerk
<b>Department:</b>	Housing Department
<b>Employment Status:</b>	Regular
<b>Class:</b>	Part-Time
<b>Location:</b>	Chelsea, OK
<b>Immediate Supervisor:</b>	Housing Director
<b>Date Prepared:</b>	07/16/2014

### GENERAL DESCRIPTION:

Assist with rent, homeownership programs to fulfill the needs of the Delaware Tribe Housing Program clients. Counsel and assist clients with the understanding of the policies and procedures. The successful candidate can expect local travel several times per month, and out-of-town travel for training several times per year. Must have good attention to detail and pride in your work. Must enjoy a challenge; possess an excellent sense of humor and well-developed stress management techniques. Must have experience in working with diverse groups of

individuals, especially those at low and very low income levels. Will possess a working knowledge of: (1) HUD housing programs; (2) Delaware Tribe Housing Program; and (3) the local housing market. Must understand Federal Statutes and regulations that govern HUD/Housing programs.

**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 AND/OR EXPERIENCE:**

Associate's degree (A.A.) or equivalent from a two-year college or technical school; or two years progressively responsible related experience and/or training; or equivalent combination of education and experience and six months experience related to counseling and home loan processing.

**LANGUAGE SKILLS:**

Ability to read and understand correspondence, governmental regulations, loan documents and related materials, ordinances, resolutions, operating and maintenance instructions and procedure manuals.

Ability to write routine reports, business correspondence, and draft procedure manuals.

Ability to present information, and respond to questions from clients, customers and the general public.

The ability to speak effectively before groups is highly desirable.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Experience with and/or knowledge of accounting principles, practices or accounting software highly desirable.

**COMPUTER SKILLS:**

Intermediate skills and abilities, including working knowledge of Windows and Microsoft Office (or other major suite software applications); Ability to operate mouse and keyboard with high accuracy and moderate or better speed; operation of color printer.

**REASONING ABILITY:**

Ability to apply common sense understanding to interpret and carry out a variety of instructions furnished in written, oral, diagram, or schedule form; Ability to solve practical problems and to deal with problems involving several variables.

**DUTIES AND RESPONSIBILITIES:**

Assemble Housing Application packets for distribution, send out applications and update forms as needed.

Set up housing applications into client files and enter information into the Housing Data Systems (HDS).

Update and maintain active/inactive files and enter new information into the HDS.

Compose and process routine correspondence.

Copy and file correspondence and other records.

Disseminate any correspondence necessary for updating and/or completing files.

Provide program assistance and policy guidance for clients.

Assist in the review and processing of applications and program services.

Inputs work orders into the HDS and client files.

Assure that appropriate entries are made in all resident, client or property records and files and that files are in order and easily useable.

Assure that confidentiality is maintained and that files are secured.

Maintains confidentiality on all matters of the Delaware Tribe Housing Program.

Takes rent/housepayments and enters payments into the HDS system.

Prints out pre-number receipts to clients.

Deposits daily the monies received from clients.

Other duties as assigned by Housing Director.