

Northern Circle Indian Housing Authority

694 Pinoleville Drive • Ukiah, CA 95482

RESIDENT SERVICES SPECIALIST – WILTON RANCHERIA SATELLITE OFFICE

POSITION DESCRIPTION

Title	Resident Services Specialist
Position Reporting To	Resident Services Department Manager
FLSA	Non-Exempt / Hourly
Salary	\$49,525 – \$84,704 / DOE
Work Location	Wilton Rancheria Satellite Office; in-person position
Program Assignment	Wilton Rancheria NAHASDA Resident Services programming administered by NCIHA
Classification	Specialist

DEFINITION OF POSITION

The Resident Services Specialist is an in-person, community-facing position assigned to the Wilton Rancheria satellite office. This position will work specifically under the Wilton Rancheria NAHASDA Resident Services programming administered by Northern Circle Indian Housing Authority (NCIHA) and will provide direct assistance to Wilton Rancheria membership participating in, or applying for, eligible housing programs.

The position requires excellent customer service, professional judgment, accurate documentation, strong confidentiality practices, and consistent communication with the Resident Services Department Manager. Because the position operates from a satellite office and serves Wilton Rancheria membership under NCIHA program administration, duties, assignments, and responsibilities may change based on grant funding availability, program needs, and applicable program requirements.

PRIMARY RESPONSIBILITIES

Program Intake, Eligibility Support, and Participant Assistance

- Provide application intake, eligibility screening support, and participant assistance for NCIHA housing programs administered on behalf of Wilton Rancheria, including but not limited to Tenant-Based Rental Assistance, Elder Assistance, Mortgage Assistance, Housing Rehabilitation, and other eligible NAHASDA housing assistance programs.
- Assist applicants and participants with required forms, income verifications, applicant certifications, data collection, appointment scheduling, and follow-up documentation.
- Support tenant selection, program eligibility, placement preparation, lease compliance, tenant education, and participant communication as assigned within Resident Services Department functions.
- Communicate program expectations, deadlines, missing documentation, and next steps in a clear, respectful, and professional manner.

Wilton Rancheria Satellite Office Communication and Coordination

- Maintain open, transparent, and consistent communication with the Resident Services Department Manager regarding participant needs, program activity, pending issues, deadlines, and satellite office operations.
- Work independently in a satellite office setting while following NCIHA policies, Resident Services Department direction, and established program procedures.
- Participate in meetings, trainings, workshops, outreach activities, Tribal events, and community engagement activities related to Resident Services and applicable funding sources.
- Operate and maintain appropriate office equipment, visual aid equipment, Microsoft Office applications, spreadsheets, digital programs, and other communication tools necessary for daily program work.

Files, Data Entry, Confidentiality, and Documentation

- Maintain accurate, current, and complete applicant, participant, unit, and program files in hard copy and digitally within NCIHA's data system.
- Enter timely case notes, participant updates, eligibility documentation, application activity, and follow-up records in accordance with department expectations.
- Protect confidential applicant and participant information at all times and comply with NCIHA confidentiality policies, recordkeeping expectations, and applicable funding/program requirements.
- Maintain files pursuant to NCIHA and NAHASDA policies, including records retention and file storage requirements applicable to federal funding, including 2 CFR 200.
- Assist the Resident Services Department Manager, Fiscal Department, and Executive Director with annual file purge or records review activities as assigned.

Homelessness Program Coordination and Client Support

- As assigned, assist with homelessness program intake, screening, client coordination, documentation, and referral support in partnership with NCIHA's Empowerment and Supportive Services Department.
- Coordinate respectfully with internal departments to support participants who may need housing stabilization, supportive services, or program navigation assistance.
- Maintain clear boundaries between program eligibility, case coordination, confidentiality requirements, and participant support expectations.

Financial, Rental Assistance, and Compliance Support

- Review participant and tenant budget information, rent obligations, assistance eligibility, ledgers, and related financial documentation for accuracy as assigned.
- Prepare and submit rental coupons, utility statements, payment documentation, accounts receivable information, or other fiscal documentation to the Fiscal Department as assigned.
- Communicate balances, payment expectations, deadlines, and compliance requirements professionally and clearly when assigned to housing or rental assistance matters.
- Coordinate with the Fiscal Department and Resident Services Department Manager to support accurate reporting, payment documentation, and follow-up on participant or tenant accounts.

Lease, Recertification, and Resident Services Support

- Assist with policy and lease review with participants or tenants prior to lease execution, including policies, utilities, lease signatures, keys, and move-in readiness as assigned.
- Set up move-ins and participant records in housing data software, including data entry and report preparation.
- Perform interim and annual recertification activities, including packet distribution, packet completion support, eligibility verification, and filing of completed documents.
- Prepare lease violation or compliance documents for review and submittal to the Resident Services Department Manager when assigned.
- Perform other duties as assigned or needed to support NCIHA Resident Services functions and Wilton Rancheria NAHASDA program administration.

MANDATORY WORK REQUIREMENTS & PROFESSIONAL EXPECTATIONS

In-Person Work Requirement: This position is an in-person role assigned to the Wilton Rancheria satellite office. Consistent presence, punctuality, accountability, and professional availability during scheduled work hours are essential functions of the position.

Strict Work Schedule Requirement: This position requires mandatory attendance Monday through Friday, 8:30 AM to 5:00 PM, unless otherwise approved by management. Excessive absences, tardiness, or failure to maintain the required schedule may impact continued employment.

Community Engagement & Availability: The selected candidate must be willing and available to participate in community events, outreach activities, and Tribal functions, which may occur outside standard working hours. The position represents NCIHA and must demonstrate a respectful, professional, and positive presence.

Understanding of Tribal Communities: The ideal candidate must demonstrate respect for Tribal culture, values, community relationships, and the unique needs of Native housing programs. The ability to build trust, maintain confidentiality, and communicate effectively within the community is critical.

Professional Accountability: This role requires a self-motivated individual who can manage responsibilities independently, follow through on tasks, maintain accurate records, and communicate promptly with the Resident Services Department Manager.

EDUCATION, EXPERIENCE, KNOWLEDGE AND ABILITIES

- High School Diploma or Equivalent.
- Experience with a public or private agency, housing program, Tribal program, social service program, or related field preferred.
- Ability to establish and maintain effective working relationships with applicants, program participants, residents, Tribal community members, staff, and public or private partner agencies.
- Ability to use basic math skills, write clearly, speak effectively, and explain program requirements to applicants, residents, clients, and/or groups.
- Ability to maintain confidentiality and exercise professional discretion when handling sensitive applicant, participant, client, or household information.
- Ability to travel, meet NCIHA vehicle insurance requirements, and maintain a valid California Driver's License.
- Ability to work independently in the field or satellite office with limited on-site supervision while maintaining consistent communication with the Resident Services Department Manager.
- Willingness to attend training seminars and workshops to expand working knowledge of housing programs, NAHASDA requirements, homelessness response coordination, data systems, and NCIHA policies.

WAIVER OF EDUCATIONAL OR EXPERIENCE REQUIREMENTS

NCIHA may waive educational or experience requirements based on an evaluation of the experience or demonstrated competence of the job applicant. The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation, grant funding availability, program needs, or other reasons.

WORKSITE / SALARY / CLASSIFICATION

WORKSITE:	Wilton Rancheria Satellite Office; in-person position
SALARY RANGE:	\$49,525 – \$84,704 / DOE
CLASSIFICATION:	Specialist

TRIBAL AND INDIAN PREFERENCE

Under the Indian Self-Determination and Education Assistance Act (25 U.S.C. § 450e(b)), NCIHA applies the policy of "Tribal and Indian Preference" when filling vacancies. Tribal and Indian Preference shall be given to qualified applicants enrolled members of a federally recognized Indian tribe or band. NCIHA reserves the right to require applicants claiming to be American Indian or Alaska Native to provide a copy of their "Certificate of Tribal Membership."

DEPARTMENTAL REVIEW NOTES

This draft modifies the Resident Services Specialist position description for a Wilton Rancheria satellite office assignment and incorporates program-specific NAHASDA duties, confidentiality expectations, satellite office communication requirements, data system documentation, homelessness program coordination language, and funding-dependent role flexibility. Items may be revised further during departmental review.

Application Instructions: Please submit your resume to Michael Baldain at mbaldain@nciha.org and copy Priest Martinez at pmartinez@nciha.org.