



Ho-Chunk Nation

Job Description



TITLE: VETERANS SUPPORTIVE HOUSING ADMINISTRATOR		JOB CODE: VSHA
GOVERNMENT - EMPLOYEE		EEO: 6
NON-EXEMPT	NO FLEX	PAY GRADE: 14
FUNDING SOURCE: NPD		HO-CHUNK PREFERENCE

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

The Administrator provides administrative services and support by maintaining a bridge of communication between the Veterans Affairs office and the Veterans served by the office. The position will create, implement and update policies and procedures in order to provide effective, efficient and responsive housing management services to the Veterans residing at the Supportive Housing Unit. The Administrator will ensure operational management of information is succinctly provided in writing and verbally to the Veterans Affairs Office and residents of the units. The Administrator will ensure systems are efficiently implemented and maintained to facilitate functional operations of the building and unit equipment, processes and forms, rules and regulations, security and safety, and grounds maintenance.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Create, maintain and update an access database of tenants on a daily and/or monthly basis.
2. Receives lease application requests on a daily and/or monthly basis, may assist with completing the application, and electronically file the lease application as a permanent record.
3. Annual review of all lease applications, renew and update information.
4. Daily ensures the delivery of management services to the property, including lease and rental agreements, occupancy-terminations, collection of current and delinquent rents, and recertification of property residents.
5. Maintain an accurate electronic daily waiting list and update veteran demographic information annually.
6. Establish a daily check of all posted property activities, allowable and not allowable, with written and filing documentation of violations.
7. Maintain daily electronic records of complaints and include the compilation of reports in the monthly report.
8. Daily maintenance and repair of building, grounds, utilities, fixtures, and interior and exterior structures; however, may contract out services for HVAC and major structural repairs to the building and external maintenance, e.g. new asphalt, concrete replacement, trees, etc.
9. Respond to correspondence, emails and telephone inquiries from tenants and applicants for housing and electronically log all inquiries.
10. Provide a monthly quantitative and qualitative report to the Veterans Service Officer.
11. Other duties as assigned within the scope of this job description.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Implements operating plans
Supervisory Accountability	None



Organizational Accountability	Administers Veterans Supportive Housing
Financial Accountability	None
Customer Accountability	Interfaces with internal and external customers
Freedom to Act	Subject to regular review by supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. High School Diploma.
2. Associate Degree Preferred in Business Administration/Management.

ESSENTIAL:

1. Honorable Discharge, DD214.
2. Maintain strict confidentiality.
3. Criminal and Background check investigation.
4. Valid driver's license, dependable transportation and property insurance.

EXPERIENCE:

1. Preferred two (2) years of experience working with military resources which provide services/referrals for veterans.
2. Four (4) years of experience in property management and property maintenance.
3. Four (4) years of experience in housing administration.
4. Four (4) years of experience with enforcing property rules and regulations, addressing any violations or disputes.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Strong knowledge of landlord-tenant laws.
2. Detail-oriented with strong organizational abilities.
3. Ability to oversee all aspects of property management including leasing, maintenance and tenant relations.
4. Possess the ability to perform light maintenance work as needed.
5. Conduct thorough tenant screenings and background checks.
6. Coordinate lease agreements and renewals, ensuring compliance with all legal requirements.
7. Ability to effectively handle conflict resolution.
8. Skilled in responding promptly to tenant inquiries and resolve any issues or complaints.
9. Ability to coordinate major property maintenance and repairs, ensuring timely completion.
10. Skilled with enforcing property rules and regulations, addressing any violations or disputes.
11. Proficient in Microsoft Office Suite (Word, Excel, Outlook)
12. Excellent communications skills, written and verbal.
13. Ability to adapt to changing priorities and work semi-independently.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.

WORKING CONDITIONS

1. Any physical demands of the position should be listed or the Physical Demands Worksheet referenced.