



## Job Vacancy Announcement

**Position:** Tenant Services Manager  
**Opening Date:** February 14, 2012  
**Closing Date:** Open Until Filled  
**Salary:** DOE

### Job Summary

This position is responsible for planning, coordination, and monitoring of all aspects of the Homeownership/Rental/Tax Credit Units under the management of the Laguna Housing Development & Management Enterprise (LHDME).

### Essential Duties & Responsibilities

- Monitor activities of the Resident Services Program to ensure compliance with LHDME/NAHASDA policies, procedures and guidelines.
- Ensure annual/quarterly inspection schedules are being adhered to.
- Review and monitor homeownership tenant files for accuracy and completeness on an annual basis, or as needed.
- Prepare Annual Progress Report for tribe's Annual Meeting.
- Review Annual Statements submitted to homebuyers annually.
- Recommend applicant selections for occupancy of new or vacated housing.
- Assist Construction Management Office with selection and identification of homes for modernization and/or rehabilitation services.
- Prepare and submit Indian Housing Plan (IHP) to HUD.
- Prepare and submit the Annual Performance Report (APR) to HUD.
- Prepare operating budget for Tenant Services Department on an annual basis.
- Assist with the development and implementation of LHDME's Strategic Plan.
- Assist with the annual Self-Monitoring Process.
- Performs the supervisory duties for the maintenance staff, inventory specialist and the custodian ensuring all materials, supplies and equipment/tools are in adequate supply and accounted for at all times. Ensures work orders are initiated and completed in a timely manner.

### Knowledge, Skills & Abilities

- Ability to foster a cooperative work environment.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Must possess proficient computer skills.
- Must possess excellent oral and written communication skills.
- Knowledge of financial/business analysis techniques.
- Must possess a working knowledge of HUD/NAHASDA policies and guidelines.

### Minimum Qualifications

- Bachelor's degree in Business Administration or at least 5 years of experience that is directly related to the duties and responsibilities specified.
- Must be able to obtain certification for Tax Credit Program/Homebuyer Program within one year of employment.
- Must have a valid NM driver's license and be insurable.
- No felony convictions within the past ten years.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

If interested in applying for this position, please submit application or resume to LHDME, Human Resources Dept., P.O. Box 178, Laguna, NM 87026; or email to: [hr@lagunahousing.org](mailto:hr@lagunahousing.org) or fax to: 505-552-9409.

LHDME is an equal employment opportunity employer but does provide for Tribal/Indian Preference.