



**PUEBLO OF ISLETA**  
**HUMAN RESOURCES DEPARTMENT**  
**P.O. BOX 1270, ISLETA, NM 87022**  
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**VACANCY ANNOUNCEMENT**

**POSTING NO: 116-20**

**OPENING DATE: 07/09/2020**

**CLOSING DATE: Open Until Filled**

**POSITION:** Homeownership Counselor  
**PAY GRADE:** HA6 (\$17.57/hr.-\$23.72/hr.)  
**FLSA STATUS:** Non-Exempt  
**POSITION TYPE:** Full Time  
**FUNDING SOURCE:** POI Funded  
**DEPARTMENT:** Isleta Pueblo Housing Authority  
**REPORTS TO:** Homeownership Coordinator  
**BACKGROUND LEVEL:** Child/Elder

**POSTED: IN/OUT**

**JOB PURPOSE:** Provides counseling to home buyers. Conducts move in and out inspections. Conducts annual recertification of income of home buyer units. Maintains waiting list and home buyer files.

*This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.*

**JOB DUTIES:**

- Reviews and processes all new and existing homebuyer applications and income verification for continued occupancy according to family and income status.
- Conducts move-in, move-out and annual inspections, ensuring uniform level of maintenance on homes; prepares written reports on minor and major maintenance problems as needed.
- Conducts and/or arranges for training sessions for homebuyers in various trades such as heating, plumbing, electrical, painting, carpentry, roofing and financial education, literacy, and other topics.
- Prepares and submits repair and renovation work orders for approval by Executive Director on voluntary and terminated homebuyer Purchase Agreements; inspects unit to ensure that work order items have been completed in a satisfactory manner for the next occupant; ensures that tenants/homebuyers are not delinquent to approve work orders.
- Initiates primary reports on home emergencies and damage for dispositional use of emergency funds, operating reserve and for insurance claims; refers all insurance claims to

insurance company; assists in obtaining required information and signatures from homebuyers, insurance claims and/or emergency home repairs.

- Prepares monthly HUD/POI housing unit summary, financial tenant accounts receivable reports, including delinquency aging schedules, collection figures, trend analysis, and plans to improve collection efforts.
- Counsels eligible participants on their rights and responsibilities of homeownership per lease terms and HUD/POI requirements that support internal policies and procedures.
- Visits housing units to counsel, collect, assure that participants maintain units under IPHA management and to ensure satisfactory and safe condition; and prepares written reports on unit condition, maintenance repairs needed.
- Collects and receipts housing payments following IPHA and POI fiscal procedures and lease terms.
- Addresses complaints and resolves problems in consultation with the Executive Director.
- Maintains client Housing Data Systems (HDS) statistical database and records as required and prepares reports, annual statements.
- Meets and counsels customers on fiscal responsibilities, delinquent accounts, eligibility status, lease term compliance, IPHA policies, POI laws, etc.
- Coordinates with tribal court orders on Notice of Delinquency, Notice of Terminations, Collection and Eviction notices, Warrant of Removals, Affidavit of Defaults and Complaints. Consults with contract attorney when necessary.
- Prepares and mails Notice of Delinquency, Notice of Termination letters and refers delinquent accounts to the tribal court in accordance to the Collection and Eviction Policies.
- Monitors Payback Agreements and Isleta Tribal Court Judgments to ensure that homebuyers are in compliance with program policy requirements.
- Attends IPHA Board of Commissioners and Tribal Council meetings, administrative and court hearings regarding homebuyers as required or requested.
- Maintains and updates all IPHA program waiting lists; determines eligibility in accordance to Federal Income Limits and Admissions Policy.
- Processes Titles and Collateral Land Assignments upon full payment on home.
- Performs other duties as assigned.

**SUPERVISION RESPONSIBILITIES:** N/A

**MINIMUM QUALIFICATIONS/REQUIREMENTS:**

- High School Diploma or GED.
- Two years' experience in community development, lending, real estate or housing field.
- Tiwa speaking preferred.
- Obtain and maintain Home Buyer Training Certification as a housing counselor.
- Valid New Mexico driver's license with ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance.
- Must be able to pass background check, with NO prior convictions of any felonies.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.
- Must have fingerprinting completed prior to employment.

**KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:**

- Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.

- Knowledge of office functions, procedures, and policies.
- Knowledge of preventative maintenance techniques.
- Knowledge of HUD/POI regulations.
- Knowledge of records management and basic accounting procedures.
- Skill in operating various word-processing, spreadsheet, database and other housing-related software programs in a Windows environment.
- Skill in planning and organizing projects.
- Skill in treating internal and external customers with tact, courtesy, and respect.
- Ability to use basic counseling skills and techniques.
- Ability to identify and analyze maintenance problems and determine appropriate correction action.
- Ability use verbal and written communication skills to a diverse population that may include tribal members, tribal administration, outside agencies, and the general public.
- Ability to write reports and business correspondence.
- Ability to work in a professional and courteous manner with staff, tribal members, and the general public.

**PHYSICAL DEMANDS:**

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

**WORK ENVIRONMENT:**

- Work is performed in a typical indoor and outside environment.
- Noise level is usually moderate to loud.
- Exposure to natural weather conditions and various dusts and mists may occur while performing outdoor duties.
- Travel may be required.

**PREFERENCE:**

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.