



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

**POSTING NO: 048-24**

**OPENING DATE: 03/27/2024**

**CLOSING DATE: Open Until Filled**

**POSITION:** Homeownership/  
Loan Agreement Counselor  
**PAY GRADE:** NE6 (\$22.73/hr. - \$30.69/hr.)  
**FLSA STATUS:** Non-Exempt  
**POSITION TYPE:** Full Time  
**FUNDING SOURCE:** POI/Grant 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. Monitors POI Home Repair/Maintenance and Renovation/New Home Loan Agreements.

*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.
- Monitors POI Home Repair/Maintenance and Renovation/New Home Loan Agreements by entering and maintaining application logs.
- Collects and receipts payments for the POI Home Repair/Maintenance and Renovation/New Home Loan Agreements using the Housing Development Systems software and follows IPHA fiscal procedures.
- 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 pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

**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.