



Monacan Indian Nation

Open Position: Housing Program Specialist

Position Summary: The Housing Program Specialist is a full-time (40 hours) position within the Monacan Indian Nation Housing Department. As a point of contact for the MIN's housing program and services, this position will provide high-quality customer service while performing program outreach and application processing, including data input and output, and will ensure that tribal citizens and vendors have the necessary information to complete required or requested actions. The individual will report to the Housing Program Manager and Tribal Administrator.

Salary and Benefits: The salary range for this position is \$45,000 - \$50,000 per year. Benefits for eligible employees include vacation time, sick leave, and paid holidays. Health, Dental and Vision Insurance, 401(k), Short-Term and Long-Term Disability and Life Insurance are available.

Position Responsibilities:

- Processes program applications and coordinates program enrollment for Tribal Housing services;
- Interprets and explains program requirements, guidelines, procedures, and other pertinent information to Tribal Citizens;
- Responsible for communicating information received to pertinent departments and staff through either verbal or written reports;
- Provides a high level of professional and courteous communication and customer service to Tribal Citizens, business partners, and staff;
- Maintains organized and detailed files and database records to safeguard the confidentiality and integrity of Tribal Citizen data;
- Answers calls or in-person inquiries from Tribal Citizens regarding program guidelines and application processes;
- Sends letters or electronic correspondence to Tribal Citizens regarding their program eligibility and any requests for missing information;
- Complies with MIN's policies and procedures while using independent judgement and initiative to resolve issues;
- Prepare and execute presentations as needed;
- Performs other duties as assigned.

Position Requirements:

- Intermediate knowledge of various computer software including Excel, Word, Outlook, and Teams as needed;
- Acute attention to detail to produce error-free data entry for financial records;
- Ability to communicate clearly in writing and verbally;
- Ability to actively listen and ask appropriate follow-up questions to determine need;



- Well-organized and able to manage time wisely in order to manage multiple projects simultaneously, meet deadlines, and reprioritize work as needed;
- Excellent interpersonal communication and conflict resolution skills;
- Ability to maintain confidentiality and ethics in all interactions with Tribal Citizens, staff, and vendors;
- Ability to promote Tribal programs with a positive, patient approach that builds trust with Tribal Citizens;
- Ability to work as a team player and contribute to the team;
- Travel to attend meetings or training as needed.

Physical Demands/Work Environment

- The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee may be required to sit; stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch; talk or hear. The employee may occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus

Position Qualifications:

- Minimum of a High School Diploma or GED and 5 years of professional experience;
- A candidate having experience working with an Indian Tribe or housing program is preferred but not required;
- Criminal background checks and drug screening are required.
- Valid Driver's License

Application Process:

- Applicants can apply on Indeed.com or submit a completed job application and resume electronically to TribalOffice@monacannation.gov.
- The Monacan Indian Nation observes Indian Preference in its hiring practices. The legal authority for Indian Preference can be found in Title 25, United States Code (USC) 472, 472a, and 47; Title 25, Code of Federal Regulations, Part 5. The MIN will place all qualified applicants into one of three hiring categories listed below, in order of preference:
 - Monacan Nation Tribal Citizen;
 - Citizens of other federally recognized Indian Tribes
 - General public applicants