

**HOUSING AUTHORITY OF THE SAC AND FOX NATION
JOB DESCRIPTION**

Job Title: Collections Clerk
Department: Housing Management
Supervisor: Housing Management Manager
FLSA: Non-Exempt
Job Position: Non-Key Position

Position Summary:

The Collection Specialist is responsible for working with housing participants to ensure compliance with lease agreements, in accordance with HUD Rules and Regulations, and in conjunction with the Housing Authority of the Sac and Fox Nation (HASFN) Policies and Procedures.

Duties and Responsibilities:

1. Responsible for monitoring tenant account receivables via the monthly aging report and for identifying new delinquent accounts and for keeping program participants in compliance.
2. Plans, develops, and presents compliance curriculum for tenant coaching.
3. Provides coaching for one-on-one or in group sessions as needed, regarding delinquency matters and non-compliance issues for tenants.
4. Develops and presents corrective action plans for tenant coaching.
5. Oversees all corrective action plans, plans of actions, and payment agreements to ensure collections and compliance with the plans are being met by the participants. Provide a monthly report to Housing Manager, Finance Manager, and Executive Director.
6. Communicates with tenants via phone, in writing, social media or in person regarding collections issues and non-compliance matters.
7. Maintain accurate records and required reports on non-compliance/delinquency/coaching and citations.
8. Manages and updates zero-income worksheet in order to ensure that tenants stay within the 90-day window for zero-income and enforces policy as needed.
9. Ability to follow guidelines for non-compliance and delinquent account management as stated in the Housing Authority of the Sac and Fox Nation's policies and procedures.

10. Ensures accurate documentation are recorded in tenant accounts and in files.
11. The Collection Specialist will establish contact with service agencies within the Sac and Fox jurisdictional area, so they can act as a referral agent when participants are in need of help and will fax documents as needed.
12. The Collection Specialist will maintain statistical reporting of tenant account receivables, correction action plans, plans of actions, and payback agreements. Generate a monthly report for the Housing Manager, Executive Director and Finance Manager.
13. Post payments by recording cash, checks, and credit/debit card transactions.
14. Responsible for completing steps for daily deposit and submitting to finance department.
15. Maintain the absolute confidentiality of all records and information.
16. Other duties as assigned by the Supervisor.

Knowledge, Skills, and Abilities:

1. Ability to create and maintain effective team-work with staff, vendors, Board of Commissioners and tenants.
2. Able to interact with a diverse population of applicants, and be able to employ problem solving and conflict resolution skills.
3. Must be able to prioritize duties and employ proper time management techniques in order to deal with complex situations as they arise.
4. Must have working knowledge of the NAHASDA regulations.
5. Must have skill working with Microsoft Office Suite: Word, Excel, PowerPoint, Access and Housing Data software programs.
6. Ability to interpret agency policies and procedures.
7. Must be knowledgeable with accounts receivable and collections.
8. Must have excellent verbal and written skills.
9. Indian preference shall be used in the review and selection process.
10. Professional attire and appearance required.
11. Trustworthiness
12. Professionalism required.
13. Ability to accept criticism in a non-defensive manner.
14. Candidates will be subject to a criminal background check, drug screening and all other required verifications.

Qualifications and Experience:

1. High school graduate or equivalent. Associate's Degree Preferred.
2. Experience in collections and computer operations; preferably accounting software

3. 2 years' experience in housing
4. Must be able to pass a background check.
5. Must Have a valid Drivers' license and maintain insurability.

The Housing Authority of the Sac and Fox Nation is committed to Equal Employment without regard to race, religion, color, gender, national origin, age, disability, or sexual orientation. However, in accordance with the Indian Preference Act (Title 25 U.S. Code 472 and 473) preference in filling vacancies are given to qualified Indian candidates. HASFN will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and its amendments.

Native American Preference/EEO/Drug Free/Smoke Free Workplace

Tribal Preference/Native American Preference/EEO/Smoke Free/Drug Free Workplace
Indian preference applies to all positions, but all resumes will be accepted.

I have read and have a basic understanding of all the duties required of this position. I also understand that this job description does not constitute a contract for employment.

 Employee Signature

 Date

 Executive Director

 Date