



**JOB TITLE:** South Oak Tenant Relations Clerk  
**CLASSIFICATION:** Part to 3/4-time, Hourly, Non-Exempt, Pay Grade C  
**LOCATION:** SEICAA's service area, based in Blackfoot, Idaho

**SUMMARY OF WORK:** Serving as the on-site tenant relations staff for SEICAA's 24 unit South Oak Apartments in Blackfoot, Idaho, the tenant relations clerk provides assistance to the Affordable Housing Program Manager in accomplishing the functions of the Affordable Housing program in Bingham County. Working as a team with rental housing and maintenance staff, the Tenant Relations Clerk serves as support in providing rental housing opportunities for low income individuals and assists in promoting the Agency's goals to supporting participants' independence.

**JOB CHARACTERISTICS:** As part of the Housing team, this position provides support for the Agency's Bingham County rental housing operations. Duties include professionally and efficiently managing in-person and telephone contacts and relationships. Position requires ability to effectively communicate orally and in written documents, understand and follow instruction, and maintain records. This position will be responsible for the cleanliness of the Complex's laundry facility, including emptying garbage's and other duties requiring attention to detail, accuracy, and timeliness individually and as part of a team. Individual must possess strong organizational skills and be able to prioritize work and meet deadlines while maintaining confidentiality and compliance with HUD, HOME, SHP and other requirements. Assist with coordination and record keeping for the maintenance staff.

**POSITION CONTACT:** Housing Director

#### **JOB DETAILS:**

**Knowledge:** This position requires ability to develop knowledge of HUD and other agency/organization rental housing reporting and file maintenance compliance requirements. Clerk must have knowledge of clerical and interpersonal skills to assist with tenant relations including; tenant qualification/certification, move-in, move-out, violations, warnings, evictions, and complaint processes. Assist with collection of rental payments, security deposits, receipting and recording/tracking of payments. Knowledge of records and files management, computer data entry, and office practices is required.

**Skills:** This position requires skills in research, organization, interpersonal communication, administration, and assessing need. Experience with word processing (Word), spreadsheets (Excel), data entry, the operation of telephone, calculator, and other general office machines are required. Individual must be able to perform other duties as assigned.

**Abilities:** This position requires the ability to: communicate clearly both orally and in writing; pay attention to detail, accuracy, and timeliness. Must be able to prioritize work and manage multiple projects; maintain confidentiality; follow verbal and written instructions; establish effective working relationships with Agency staff, the public, and maintain rapport with tenants/participants. Individual must be able to perform duties with or without reasonable accommodations without endangering self or others.

**EDUCATION, EXPERIENCE and CONDITIONS FOR EMPLOYMENT:** The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to:

- High School Diploma or equivalent. Rental housing experience preferred.
- Demonstrated experience with computer data entry and record keeping. Knowledge of Amulet, YARDI, EIV, HAP, and TRACS report systems preferred but not required.
- Strong interpersonal skills and experience working with low-income or elderly individuals.

**Conditions:** The following abilities are mandatory for fulfillment of the job requirements:

- Bondable, insurable under SEICAA's insurance policy, and maintain a valid Idaho driver's license.
- Willing to travel on Agency business at Agency reimbursement rates.
- Able to occasionally lift up to 50 lbs.
- Must successfully pass mandatory pre-employment drug and background screenings.