



SPOKANE INDIAN HOUSING AUTHORITY

6403 Sherwood Addition, P.O. Box 195
Wellpinit, WA 99040
(509) 818-1460 Fax (509) 258-7188

JOB

ANNOUNCEMENT # 27-SIHA-RS

TITLE RESIDENT SERVICES SPECIALIST

SUPERVISOR RESIDENT SERVICES MANAGER

STATUS FULL-TIME REGULAR

RATE OF PAY \$26.00,- 27.00 AFTER 90 DAYS COMPLETION

OPEN DATE OCTOBER 5, 2026

CLOSE DATE OCTOBER 16,2026

The Spokane Indian Housing Authority (SIHA) is dedicated to addressing the housing needs of eligible applicants within its service area. Our Mission is to foster safe, suitable, and affordable homes and housing opportunities for the community.

The Resident Services Department is central to this mission. It manages a wide range of activities focused on applicants, tenants, and the broader community. The department's core function is to provide essential support, guidance, and resources to help residents successfully obtain and maintain their housing.

Primary Duties:

Perform duties associated with rental and homeownership processing for various SIHA programs and projects. Ensure SIHA policies, procedures and applicable federal regulations are upheld. Duties and responsibilities include:

- Responsible for advocating and assisting residents in meeting their obligations with housing so that they comply with all applicable policies, procedures, and applicable federal regulations.
- Provides one-on-one counseling and education regarding housing program requirements, lease compliance, early intervention, home cleaning, inspections, referrals, training, and other obligations associated with renting or owning a home.
- Prepares lease agreements, conduct move-in orientation, provides guidance to tenants/homebuyers on their responsibility regarding lease/homebuyer agreements, and conducts move-in inspections of all units prior to occupancy.
- Calculates rental/monthly payments via computer system based on tenant's income, established policies and procedures and federal regulations.
- Reviews tenant accounts receivable ledgers, and counsel's tenants regarding concerns with their balance pertaining to rent changes.

- Conducts and review annual inspections to ensure tenant/homebuyer compliance with lease/homebuyer agreement and ensure follow-up on inspections are completed. Submits work orders to Maintenance Department when units need repairs.
- Ensures all inspections are scheduled, performed, reported and entered into the SIHA database in a timely and accurate manner.
- Ensures re-certifications for assigned units are requested, processed and completed in a timely manner.
- Conducts warranty inspection of completed work during warranty period on new construction, as needed.
- Advises tenants/homebuyers of deficiencies in compliance and/or housekeeping, develops an action plan for correction and sets deadlines for such correction in accordance with established policies and procedures, and follow-up as needed.
- Addresses complaints and/or disputes involving tenant/homebuyers; responds and/or recommends follow-up actions.
- Maintain accurate reports and records of all tenant/homebuyer agreements.
- Scans, enters new tenant records and retrieves documents via Records Management electronic tenant database, ensuring all required and necessary data is in files.
- Provides backup and relief to front office, greeting visitors, answering phones, and taking payments, as needed.
- Travels to all SIHA managed sites.
- Performs other duties, as assigned.

Knowledge, Skills, Abilities:

- Knowledge of financial and housing related terminology.
- Knowledge of public housing admin, Indian Housing Programs, Government Contracting, and Financial Management.
- Knowledge and awareness of and respect for Native American values, customs, and traditions.
- Ability to read, analyze, and comply with laws and regulations governing Indian housing programs.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, and/or approaches to problems.
- Able to prioritize and meet deadlines.
- Able to maintain strict confidentiality and practice steps for protecting confidential information.
- Strong communication skills, verbal and written.
- Exceptional time management and organizational skills.
- Demonstrated ability to work with people from diverse cultures and backgrounds.
- Strong customer service skills with the ability to balance empathy and compassion while upholding program and SIHA policies.
- Strong computer skills.

Minimum Qualifications:

- High School Diploma or GED equivalent and a minimum of two (2) years of relevant work experience in a social services program or administrative office.

- Valid Washington driver's license with the ability to meet SIHA's liability insurance requirements and maintain eligibility for insurance.

Application Requirements:

- A complete Spokane Indian Housing Authority Application.
- Letter of interest and resume of applicable experience.
- Three (3) professional references (employers or supervisors you have worked for).

TO APPLY:

Applications are available at the Spokane Indian Housing Authority:
6403 Sherwood Addition Rd, Wellpinit, WA 99040 OR online at
www.spokaneiha.com Contact: Adam Schooley
Phone: (509) 818-0068
E-mail: aschooley@spokaneiha.com

Applications must be received in the Human Resources Department no later than 4:00 p.m. on the closing date.

The Spokane Tribal Housing Authority reserves the right to hire according to its Indian Preference Policy

*All Applicants are subject to a Pre-Employment Drug Test and Background Check
All Positions with the Spokane Indian Housing Authority are subject to a 90-day orientation period*