



SAN CARLOS HOUSING AUTHORITY
P.O. Box 740
Peridot, Arizona 85542
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www.sancarloshousingauthority.org

Position

Resident Account Technician

Location

Bylas, Arizona

Job Type

Full-time

Salary

Depends on Qualifications

Opening Date

1/17/2024

Closing Date

Until Filled

Position Summary:

Works under the direct supervision of the Sr Resident Account Technician, the Resident Account Technician is responsible for collection and management of rent from tenants and homebuyers. Home visitation is involved, and the technician must be skilled in negotiating and exercising persuasive techniques.

ESSENTIAL FUNCTIONS:

1. Meets with employers regarding their policies on debts
2. Reviews collection policy and informs tenants and homebuyers of obligations
3. Participates in notices concerning delinquents accounts by submitting tenant names to the housing manager.
4. Collects payment and keeps records of individual collection and delinquencies
5. Maintains records and prepares reports as assigned
6. Reviews and improves collection techniques
7. Handles payback agreements
8. May counsel delinquent tenants or homebuyers
9. Submits tenant documentation to manager for court hearings
10. May assist with tenant budget counseling
11. May assist with adjusting tenant accounts when needed
12. Visits delinquent and vacated accounts for rental, mutual help and homeownership to collect payment

13. Maintain accurate resident account records, including rent payments, security deposits, and any additional fees or charges.
14. Process and record financial transactions, such as rent payments, utility bills, and maintenance fees, in a timely and accurate manner.
15. Assist residents with inquiries regarding their accounts, including providing billing information, explaining charges, and resolving payment discrepancies.
16. Prepare and distribute monthly statements for residents, highlighting charges, payments, and outstanding balances.
17. Coordinate with other departments, such as leasing, maintenance, and administration, to ensure accurate and up-to-date resident account information.
18. Monitor delinquent accounts, send payment reminders, and initiate appropriate actions to collect outstanding balances.
19. Collaborate with the property management team to develop and implement financial policies and procedures to enhance efficiency and accuracy.
20. Maintain confidentiality and handle sensitive financial information with utmost integrity.
21. Stay updated with relevant regulations and industry best practices regarding resident accounts and financial management.
22. Performs other duties as required

Minimum Requirements:

- One year of work experience in an office environment, required.
- High school diploma or GED equivalent, required
- Current and valid state driver's license, Arizona required.

Tribal Preference:

Preference in filling vacancies may be given in accordance with the Indian Preference Act and SCHA Personnel Manual relating to Tribal and Veterans Preference. The San Carlos Housing Authority will grant preference for employment to qualified individuals in the following order:

1. Enrolled members of the San Carlos Apache Tribe with Veterans' Preference. Enrolled members must show proof of honorable discharge by submitting a DD-214.
2. Enrolled members of the San Carlos Apache Tribe.

3. Indian spouse or Indian parent of an enrolled member of a federally recognized Tribe or a parent of an enrolled member of a federally recognized Indian tribe.
4. Enrolled members of a federally recognized Indian Tribe.
5. Non-Indian spouse or non-Indian parent of an enrolled member of a federally recognized Tribe.
6. Non-Indian.

The Tribal Preference policy applies to hiring, placement, selection for training, treatment during employment, promotion, transfer, reduction-in-force and lay off.