

JOB DESCRIPTION



Job Title:	Planning Specialist	Reports to:	Planning & Housing Operations Officer
Status:	Full Time, Regular	FLSA:	Non-Exempt
Department:	Planning	Location:	IRHA Administrative Office
Schedule:	Monday through Friday	Hours:	8 AM to 4:30 PM
EEO-1:	Administrative Support Workers	SOC Code:	43-6011.00
Approved By:		Date:	

Job Summary: Responsible for coordinating and communication for Village and Tribal planning activities for IRHA. Provide high-level of support to the Planning & Housing Operation Officer and Planning & Housing Coordinator. Deliver a high-level of customer service with a diverse group of external clients and customers, as well as internal contacts at all levels of the organization.

Essential Functions:

- Serves as the first point of contact for clients and customers, receive and screen visitors and telephone calls. Assists clients in person, respond to program and application questions. Refer requests as needed to appropriate staff.
- Serve as a liaison between the Village and Tribal Councils regarding projects and community planning. Serve as the point of contact for disseminating and retrieving information, notices and updates.
- Perform and complete environmental reviews for all projects funded by Indian Housing Block Grant funds.
- Assist with site control for new projects and site control issues on old housing projects.
- Assist in the implementation and coordination of homeowner rehabilitation projects.
- Work with and facilitate Tribal Council approvals to project budgets.
- Participate in rural and urban housing assessment needs.
- Assist team in determining eligibility for all programs as needed.
- Assist team in creating and maintaining waitlist for all programs as needed.
- Attend meetings, conferences, and events for IRHA Planning programs as designated by supervisor. Assist with planning and administrative support of meetings, events, and conferences in relation to the Planning Department.
- Provide education and counseling as needed for IRHA planning programs clients.
- Provide information and assistance to staff on planning department related matters.
- When requested prepare work orders and coordinate follow through. Coordinate with contractors as needed.
- Prepare written notices to clients and staff as needed for all IRHA planning programs. Log notices in spreadsheet.
- Receive, respond to, track and ensure follow-up on client issues and requests are completed in a timely manner.
- Receive and process client payments per finance policy and procedures for intake of payments as needed.
- Maintain program electronic and hard copy files for the Planning Department. Create new client files and perform data entry and upkeep of files in compliance with NAHASDA regulations and IRHA policy.
- Participate in the planning and development of program policies and services.
- Keep current of changes in NAHASDA statutes and regulations that effect IRHA policies or programs.
- Provide program presentations and community outreach for the Planning Department as needed.
- Serve as the office courier, picking up and delivering various office related materials, documents, and other paperwork as needed.
- Research and assemble information. Enter, retrieve, and input data into established forms and computer system.

- Obtain and ensure pertinent information is collected to complete program files per regulations and policies.
- Perform duties in compliance with established rules and regulations and in accordance with IRHA policies and procedures.
- Create, type, format, edit, revise, proofread and print notices, reports, correspondence, memoranda, and other documents for the Planning Department.
- Pull files upon request and assist with audit preparation and self-monitor the rental assistance files for compliance.
- Assist in cross training as designated.
- Serve as back up for all Planning & Housing staff.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Exceptional interpersonal, organizational and communication skills, integrity, respect for confidentiality, sound judgment and decision making skills.
- Ability to provide networking, teamwork and excellent communication skills with Village/Tribal and City governments.
- Ability to effectively work as a team member.
- Ability to be punctual and dependable.
- Ability to work with minimum supervision.
- Must have strong time management skills.
- Must maintain strict confidentiality of extremely sensitive data, records, files, conversations, etc.
- Proficiency with Microsoft Suite including Word, Outlook, Project, Excel and PowerPoint, electronic data base management and related software. Create spreadsheets, maintain databases.
- Ability to perform detailed work with a high degree of accuracy on multiple, concurrent tasks with frequent interruptions and work under changing deadlines.
- Ability to use tact, discretion, and courtesy in dealing with clients, the public, and others encountered in the course of the work.
- Ability to follow instructions; responds to management direction and adapt to frequent changes, and delays.
- Knowledge and understanding of HUD regulations and other state and federally related regulations.
- Knowledge of principles and practices in providing customer service including customer/community needs assessment, standards for quality services and feedback and evaluation of customer satisfaction.
- Knowledge of planning and research activities including titles, plats, deeds and other land issues.
- Able to learn, interpret and apply complex housing and construction project regulations and procedures.
- Able to learn and follow complex written policies, procedures and compliance guidelines.
- Thorough knowledge of the region and socio-economic and cultural variables impacting the people and area therein.
- Knowledge of planning, developing and monitoring budgets.
- Able to effectively coordinate and facilitate meetings with diverse groups and individuals and work effectively within settings/conditions with limited resources.
- Ability to travel extensively to remote areas and walk for long periods when conducting project visits.
- Ability to operate a vehicle to drive to and from job sites to conduct business functions and activities.

Supervisory Responsibilities:

No supervisory responsibilities.

Qualifications:

- Three years of administrative support experience, or any equivalent combination of related education and experience.
- Valid Alaska Driver's License.
- Equivalent qualifications and skills may be substituted.

Preferred:

- Associate's degree from two-year College or technical school in business.
- Experience working within a housing related field.

WORKING ENVIRONMENT: The majority of the work is performed in a professional office setting with a wide variety of people in differing functions, personalities and abilities. Work is also performed in various remote communities when meeting with Tribal groups, frequently involving limited resources and inclement weather conditions.

PHYSICAL DEMANDS: An individual will be required to work the majority of hours in a general office environment, and will need to be able to quickly respond to a change in work demands. Occasional light lifting (1-25 lbs) is required. [Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions].

REASONABLE ACCOMODATION: It is IRHA's business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with physical or mental disabilities.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.