



Coquille Indian Housing Authority

2678 Mexeye Loop • Coos Bay, OR 97420

JOB ANNOUNCEMENT

Housing Programs Specialist

GENERAL STATEMENT OF DUTIES: Provides clerical support to the Housing Programs Manager and assists with administrative functions. Acts as the initial point of contact with the public regarding Coquille Indian Housing Authority (CIHA) programs, policies, procedures, and other business conducted by the Housing Authority. Delivers courteous and professional service through in-person interactions, telephone communications, and written correspondence.

SUPERVISION: Works under the direct supervision of the Housing Programs Manager.

TYPICAL EXAMPLES OF WORK:

1. Providing information to the public and to participants about CIHA programs and policies.
2. Distributing and explaining applications and forms.
3. Receiving and processing applications, recertifications, and interim updates, and preparing related client notes.
4. Accepting payments, issuing receipts, and preparing bank deposits.
5. Receiving tenant-based rental assistance program rent receipts and preparing subsidy payment requests.
6. Preparing and monitoring work requests and maintenance tasks arising from unit inspections, participant requests, and resident reports.
7. Preparing and tracking correspondence to applicants, program participants, and others.
8. Maintaining participant and program records, including client notes, filing, scanning, and data entry.
9. Ensuring the privacy and confidentiality of client interviews and records and other information received in the course of the performance of duties.
10. Preparing and arranging distribution of flyers, brochures, and posters.
11. Assisting with preparation of monthly newsletter.
12. Preparing and transmitting accounting and other documents related to Resident Services.
13. Answering and transferring incoming telephone calls.

14. Greeting and serving the needs of visitors.
15. Helping prepare for meetings and events.
16. Stocking supplies and forms.
17. Ensuring the orderliness and cleanliness of public areas between scheduled weekly housekeeping services.
18. Performing other duties and assisting other departments as assigned.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: This role involves oral communication, repetitive wrist, hand, or finger movements, and may require walking, standing, sitting for long periods, lifting objects up to 50 pounds, bending, and stooping. Work is typically office-based with occasional travel. Job duties must be performed safely with or without reasonable accommodation.

MINIMUM QUALIFICATIONS:

1. Outstanding customer service skills with a consistently pleasant and professional demeanor; ability to maintain composure in challenging situations.
2. Ability to maintain strict confidentiality of client and other information obtained during the performance of duties.
3. Advanced proficiency in the use of Microsoft Office 365 applications and design software, such as Adobe and Canva.
4. Advanced skills and knowledge of the principles, practices, tools, and materials used in traditional office occupations, including records management protocols and operating multi-line phone systems, copy, fax, and postal machines.
5. Ability to follow oral and written instructions.
6. Strong verbal and written communication skills.
7. Ability to perform mathematical functions accurately.
8. Ability to establish and maintain effective working relationships with other employees, Tribal entities, applicants, program participants, and the public, including low-income, elderly, and disabled persons.
9. Creative, solution-oriented attitude.
10. Ability to work independently.
11. Strong organizational and time management skills.
12. Strong attention to detail and accuracy.

13. Current, valid State of Oregon driver's license in good standing with no insurability issues as determined by the Authority's insurance carrier.
14. Ability to pass a criminal background check and pre-employment drug screening.
15. No past due debt owed to the Coquille Indian Tribe, the Coquille Indian Housing Authority, or other Public or Indian housing program.
16. For current or prior CIHA program participants and Kilkich residents, substantial compliance with all performance requirements for the most recent five-year period of participation.
17. For current or prior employees of the Tribe or its entities, satisfactory performance throughout one's tenure of employment.

EXPERIENCE AND TRAINING: High school diploma or equivalent. A minimum of eight years' experience in office occupations or any satisfactory combination of experience and training meeting the required level of knowledge, skills, and abilities. State of Oregon Notary Public certification and experience with NAHASDA-funded tribal housing programs preferred.

PAY AND BENEFITS: This is a Grade 5, non-exempt position with a beginning rate of pay ranging from \$24.13 to \$27.50 per hour depending on abilities and experience. Benefits include paid vacation, holiday, and sick leave; medical, dental, and vision insurance; life, accidental death and dismemberment, and long term disability insurance; and, 401(k) retirement plan.

APPLICATIONS: This position is open to Coquille Tribal members and their immediate families, and to employees of the Tribe and its entities. An application form is available on the CIHA webpage at coquilleiha.org. Applications will be accepted through 5:00 p.m., Monday, November 3, 2025, and should be directed to Anne Cook, Executive Director, at the CIHA office located at 2678 Mexeye Loop, Coos Bay, OR 97420, or by email to annecook@coquilleiha.org. Applications must be fully complete to be considered. Applicants are encouraged to attach a resume and supporting documentation.

The statements contained herein reflect general details as necessary to describe the functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.