

Rental Collections Specialist

Basic Functions:

To manage past due rent and fee balances for SWHA rental and occupancy management. The main goal is to recover past due revenue and keep cash flow steady while treating tenants with professional respect.

Supervision:

Under the direct supervision of the Executive Director.

Duties and Responsibilities:

- Primary point of contact for residents with past due balances.
- Manage delinquent rent.
- Track delinquent rent.
- Recover delinquent rent.
- Contact tenant via phone, email, and written notices to resolve outstanding accounts.
- Take delinquent and overdue balances to Court.
- Set up payment plans.
- Review daily and weekly reports to spot possible overdue balances.
- Strict record keeping. Documenting every interaction.
- Review ledger histories.
- Responsible for professionally handling dispute discrepancies.
- Assist tenant services with eviction or legal escalations.
- Understand occupancy policies, procedures, and regulations.
- Cross-department collaboration. Work closely with other SWHA employees.
- Other duties as assigned.

Desirable Knowledge, Skills, and Abilities:

Extensive knowledge of SWHA occupancy and regulatory guidelines.

High School diploma / GED required.

Two-year Degree required. Preferably in Business, Finance, or Hospitality.

Ability to work well under minimal supervision.

Able to communicate clearly and thoroughly.

Capacity to take directions.

Strong attention to detail.

Willingness to work with others.

Understand and able to advocate for debt collection in Court proceedings.

Experience as a Tribal Court Advocate. Such as Child Support or Child Protection.

Proficiency with rental and property management software.

Must maintain a valid South Dakota Driver's License and SWO Tribal Driver's License.

Indian Preference and Veteran Preference will apply.