

HOUSING MANAGER

Approved: January 2023

FLSA: Exempt

Unit: Unrepresented Management



Definition
Under general direction, plans, organizes, manages, and directs the staff and activities of the Housing Division of the Community development Department; provides professional and technical guidance on housing policy and programs and implementation of the City's Below Market Rate (BMR) Housing Program; manages the effective use of division resources to improve organizational productivity and customer service; provides highly complex and responsible support to the community development director and others in areas of expertise; performs related duties as assigned.
Supervision received and exercised
Receives general direction from the community development director or designee. Exercises direct supervision over professional, technical and administrative staff.
Class characteristics
This is a management classification that manages the programs, projects, operations, and services of the Housing Division. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include division budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities and standards related to housing. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative and discretion within broad guidelines. This class is distinguished from the community development director in that the latter has overall responsibility for all housing programs, functions and activities and for developing, implementing and interpreting public policy.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Participates in the development and implementation of goals, objectives, policies and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.• Develops, administers and oversees division budget; determines funding needed for staffing, equipment, materials and supplies; ensures compliance with budgeted funding.• Plans, manages, and oversees the work of staff assigned to the Housing Division, including implementation of affordable housing programs, collecting and analyzing data, coordinating the plan review process for compliance with the Below Market Rate Housing Program, issuing and managing the City's Notice of Funding Availability.• Participates in the selection of, trains, motivates and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements disciplinary actions.• Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods and procedures; assesses and monitors workload, administrative and support systems and internal reporting relationships; identifies opportunities and makes recommendations for improvement.• Negotiates, administers, and manages contracts for services to ensure compliance with city specifications and service quality.• Prepares, reviews and presents staff reports, management and information updates, and reports on projects to the City Council, boards, committees and commissions and at public meetings.• Keeps informed of trends in the housing field, including legislation, court rulings, and professional practices and techniques; evaluates their impact upon city operations and recommends policy and procedural improvements.• Represents the city with outside agencies and organizations; participates in outside community and professional groups and committees; develops marketing information for the city's housing plans and programs; performs outreach to publicize these programs, including organizing and conducting community meetings and attending other public forums; provides technical assistance as necessary.• Maintains detailed records on the housing programs, including the Below Market Rate Program and rehabilitation loan programs and portfolios.• Serves as the Housing Commission liaison.• Performs other duties as assigned.

Qualifications

Knowledge of

- Advanced principles, practices, regulations and trends in housing, financing, land acquisition, construction, rehabilitation and historic preservation.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, budget development and administration, and contract administration and management.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles of building, zoning and applicable local codes.
- Private financial institutions, including procedures, requirements, underwriting, real estate principles, and eligibility criteria pertaining to housing preservation and production.
- Federal and state laws pertaining to funding sources.
- Methods and techniques of conducting public meetings and presentations.
- Physical, social and economic implications involved in community development and neighborhood improvement matters.
- Research methods and sources of information related to housing production and preservation; evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Modern equipment and communication tools used for business functions and program, project and task coordination, including computers and software programs relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, staff, governmental agencies and various business, professional, and educational organizations.

Ability to

- Work effectively with elected officials, the community, stakeholders, city staff, resource agencies and contractors.
- Administer and coordinate a variety of diverse work programs and supervise the activities of professional and administrative staff.
- Prepare and monitor budgets; manage contractors and contract service budgets.
- Communicate effectively orally and in writing with contractors, employees and the general public.
- Exercise independent judgment and initiative with minimal supervision.
- Establish, maintain and foster good working relationships with those supervised and contacted in the course of work.
- Evaluate operations, analyze problems, identify alternative solutions, project consequences of proposed actions; recommend and direct the implementation of effective and efficient operating methods or procedures.
- Interpret and apply policies, procedures, laws, codes and regulations pertaining to housing.
- Make sound decisions in a manner consistent with essential job functions.
- Be politically astute and capable of making decisions and formulating recommendations in a political environment.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited four-year college or university with major coursework in public administration, public policy, business administration, planning, community development, urban studies, land development or a closely related field.
- Five years of increasingly responsible professional experience in community housing including two (2) years of lead and/or supervisory experience. A master’s degree in a field as listed above may substitute for one (1) year of the required experience.

Licenses and certifications

Possession of a valid California driver's license and a satisfactory driving record, at the time of appointment.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect City development sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or

calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Environmental elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. When conducting site visits, employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions and road hazards. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.