



HOUSING COORDINATOR

DEFINITION

Under general direction, performs a variety of work related to the City's affordable housing programs, including day-to-day coordination and quality control of assigned functions such as eligibility, inspections, new leases, reexaminations, terminations, and property maintenance; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a specialized professional classification responsible for day-to-day coordination of the City's affordable housing programs. Incumbents at this level are capable of performing difficult and complex duties and are required to be fully knowledgeable in all procedures related to assigned areas of responsibility. Considerable independent judgment is used to make decisions in carrying out assignments.

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.

- Oversees and participate in the implementation and execution of affordable housing projects and programs such as the Existing Unit Purchase Program or the Below Market Rate Housing Program; assist in implementation of strategies based on overall program and department goals and objectives; monitor programs for compliance with federal, state, and local guidelines and requirements.
- Authorizes payment of invoices for repairs, appliance purchases, and property maintenance; coordinates repair work; tracks repairs and purchases.
- Sseeks rental and utillity assistance for landlords on behalf of tenants; provides direction on tenant evictions and rental increases/decreases;
- Develops and provides financial reports to Finance Department; tracks and relays rental income.
- Researches and drafts program policies, contract agreements, and memos.
- Reviews and audits annual and semi-annual property status reports from Community/Property Managers of all housing developments.
- Serves as point of contact for housing programs; responds to calls, emails, counter inquiries and requests from Community/Property Managers, tenants, staff, and the general public regarding qualifications, violations, housing discrimination, compliance, occupancy requirements, income projections, waitlist process, preference categories; answers questions, explains rules and regulations, resolves problems, and receives and investigates complaints
- Resolves property services issues that may involve determining corrective action and the assignment of appropriate staff and equipment; may resolve tenant issues including referral to various social service programs; drafts compliance/non-compliance reports and memos.

- Compose, type, format, edit, revise, proofread, track, and print a variety of narrative, statistical, and technical documents, reports, correspondence, memoranda, agreements, contracts, statistical charts, spreadsheets, and other documents and materials; type from rough notes, drafts, and brief oral instructions; proofread materials for accuracy, completeness, compliance with established policies, format, grammar, punctuation, and spelling; design and create documents and materials as needed.
- Maintains various records or systems including computerized systems; enters and retrieves data; ensures reliability of database; participates in electronic document retention activities; performs other complex technical functions.
- Collect information from a variety of sources pertinent to assigned department or division; compile data for reports; prepare routine statistical reports as required.
- Observes and complies with City and mandated health and safety rules, regulations and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods and practices used in housing assistance and/or social service programs.
- Methods used to conduct housing inspections; specific property conditions that have the potential to endanger the health and safety of occupants
- Research and reporting methods, techniques, and procedures.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned program(s).
- Record keeping principles and procedures.
- City and mandated health and safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Coordinate and oversee programmatic administrative, and compliance reporting activities.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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 a bachelor's degree in urban studies, public administration, social work or a related field and two (2) years of experience working with and assisting in the administration of assisted housing programs, property management, or housing/building inspection.

Licenses and Certifications:

- Possession of, or the ability to obtain, a valid Class C California driver's license upon appointment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen and color vision to create and interpret color coded reports and spreadsheets; and hearing and speech to communicate in person and over the telephone; ability to stand and walk 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.

When working in the field environment, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels and controlled temperature conditions, and periodically work in a field environment where they are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.