



June 2019
FLSA: Exempt

HOUSING PROGRAM MANAGER

DEFINITION

Under general direction, administers, manages, organizes, and monitors housing and community development programs within the Town of Paradise; reviews the work of assigned staff performing complex support related to programs and activities of the Business and Housing Services Division; develops and implements strategic plans and overall business objectives for the assigned programs; manages the effective use of program and project resources to meet program goals; provides professional assistance to the Town Manager in areas of expertise; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Administrative Services Director. Exercises direct and general supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating activities related to the Town's housing and community development programs. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. 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 established guidelines.

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.

- Manages, plans, directs and coordinates, the Business and Housing Services Division's work plan, assigns projects and programmatic areas of responsibilities, reviews, evaluates and assesses workload, work methods and procedures, and administrative support systems.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within divisional policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Prepares and processes loan applications from start to completion for the rehabilitation of real property of targeted groups, including interviewing applicants, performing intake duties, processing loan applications, evaluating, collecting and verifying application information, explaining the various Town housing programs to prospective loan recipients, and taking applications through to the approval process.
- Prepares and processes grant applications; monitors and implements grant funding for Town housing programs, including reporting grant funding activities according to applicable grant regulations.
- Performs property inspections and develops work write-ups and approval; monitors adherence to program eligibility and guidelines; prepares rehabilitation contracting documents and monitors the bidding process and work.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns.

- Manages, develops and administers the division's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement; directs the implementation of improvements.
- Ensures compliance which includes quality assurance, auditing, file review, efficiency/service delivery, software administration and ad-hoc reporting.
- Negotiates program contracts and agreements; determined needs and requirements for contractual services; ensures legal and contractual provisions are included to protect the Town's interests; ensures contractor compliance with contractual provisions.
- Oversees, implements, and monitors procedures for loan/grant closings, including coordinating and interacting with owners and escrow companies, setting up loan collection accounts, and implementing procedures regarding loan/grant defaults, loan extensions, and related monitoring requirements.
- Serves as a liaison for the division with other Town departments, divisions, and outside agencies; attends meetings in various locations; provides staff support to the Town, committees, and task forces; participates in community events and workshops that provide public information regarding divisional programs, projects, and services.
- Represents the division to other Town departments, elected officials, and outside agencies including the Contractors State License Board; explains and interprets programs, policies, and activities.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing programs and workforce development.
- Monitors changes in laws, regulations, and technology that may affect Town or divisional operations; implements policy and procedural changes as required.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Public agency budgetary, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration.
- Principles and practices of housing and property management.
- Methods, materials, and techniques used in the planning of related programs and projects.
- Applicable Federal, State, and local laws, regulatory codes ordinances, and procedures relevant to assigned area of responsibility.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town 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:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Provide administrative, management, and professional leadership for the Business and Housing Services Division programs.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the division and assigned program areas.
- Preparing and administering large and complex budgets; allocate limited resources in a cost-effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations.
- Effectively administer a variety of housing programs and administrative activities.
- Conduct effective negotiations and effectively represent the Town and the assigned division in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- 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.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- 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 in public administration, business administration, urban planning, or a closely related field and five (5) years of administrative and analytical housing program experience preferably in California including supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

The standard office position requires an employee to access their work location, attend meetings, use computerized workstations, and lift paperwork and light-weight equipment or resources (less than 20 pounds). Typically, an employee will need to walk, stand, sit, use a keyboard, see, hear, bend, lift, and twist. The employee obtains information from oral instructions, conversations, written reports, email, the Internet, and professional publications, and will process and analyze the information obtained. The employee will provide information orally or in writing, and work on numerous concurrent projects and tasks under deadlines. Typically, an employee will need to mentally process and analyze complex information, compose complex responses, interact with others, and present information and reports.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.