

## HOUSING MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under administrative direction of the Community Development Director, directs, manages, supervises, and coordinates the activities and operations of the City's Housing Division within the Community Development Department including the City's affordable housing programs, projects, and ordinances; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Community Development Director.

### **IDENTIFYING CHARACTERISTICS**

The Housing Manager is considered a Division Manager with responsibility for the management of a Division that includes a functional work group of significant depth and complexity. A Division Manager is also responsible for the development, administration, and control of the associated budget(s).

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assumes management responsibility for assigned services and activities of the Housing Division including management and implementation of the City's affordable housing programs; qualifies eligible households to participate in programs.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the Housing Division; recommends and administers policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
4. Plans, directs, coordinates, and reviews the work plan for assigned staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
5. Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
6. Participates in the development and administration of the Division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
7. Serves as the liaison for the Housing Division with other divisions, departments, and outside agencies; negotiates and resolves sensitive and controversial issues.
8. Provides responsible staff assistance to the Community Development Director; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to housing programs, policies, and procedures as appropriate.
9. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of housing; incorporates new developments as appropriate.

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10. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
11. Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Section 8 housing regulations.
- Operational characteristics, services, and activities of an affordable housing program.
- Principles and practices of program development and administration.
- Basic theory, principles, and practices used in affordable housing.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations including redevelopment laws.

**Ability to:**

- Oversee and participate in the management of an affordable housing program.
- Oversee, direct, and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Participate in the development and administration of division goals, objectives, and procedures.
- Prepare and administer budgets.
- Collect, analyze, and interpret data.
- Prepare clear and concise administrative and financial reports.
- Speak effectively in public.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in public administration, business administration, planning, or a related field. Experience may be substituted for education on a year-for-year basis for up to two years.

**Experience:**

Five years of increasingly responsible housing related experience including experience in housing development, affordable housing program management, and two years of project management and/or supervisory responsibility.

**License or Certificate:**

Possession of an appropriate driver's license.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.