

CLASS SPECIFICATION

Assistant Housing Property Supervisor

Code Number: _____

GENERAL PURPOSE

Under general supervision, plans, organizes and supervises the work of a unit of housing technical and administrative support staff engaged in performing public housing program annual recertification, case management and other technical and program support functions to ensure effective program administration and technical compliance with all applicable program policy, procedure and regulatory requirements; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in the class of Assistant Housing Property Supervisor plan, organize and supervise a small unit of housing technical and administrative support staff engaged performing a variety of resident case management, annual recertification and other technical and program support functions in public housing. Incumbents are responsible for coordinating, monitoring, evaluating, training and ensuring accurate work product from unit technical staff, each of whom is handling a heavy client case load involving a high volume of client interviews and interactions, while ensuring compliance with all applicable regulations, policies and procedures. While supervising and coordinating work to efficiently handle heavy case and work loads, incumbents are responsible for personally conducting resident lease violation conferences and conflict resolution meetings.

Assistant Housing Property Supervisor is distinguished from Housing Supervisor by the incumbents' responsibility for supervising the work of staff engaged in case management and related functions for public housing program clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Plans, organizes, controls, integrates and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve section or unit goals and objectives; contributes to the development of and monitors performance against the annual section budget(s); supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.

Plans and evaluates the performance of assigned unit staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for

performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with Commission personnel policies and Memoranda of Understanding.

Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the section's and the Commission's mission, objectives and Core Values.

Plans, assigns, schedules, supervises and evaluates the work of staff performing program suitability and annual recertification processes and other standard case management functions; reviews work and conducts periodic quality control audits to ensure that eligibility determinations and rent subsidy calculations are performed accurately, in compliance with all applicable regulations, policies and procedures and to meet stringent processing and notification deadlines; responds to staff questions and provides guidance and direction regarding the application of regulation, policy and procedure in more complicated or ambiguous case situations; advises staff on regulatory, policy and procedure changes and their impacts on work processes and standards; monitors employee productivity data and works with staff to resolve work performance, productivity and/or quality issues.

Personally responds to escalated client questions, concerns, complaints and issues; explains program requirements, operations and procedures; conducts conflict resolution meetings with tenants; conducts and documents lease violation conferences and recommends *Notices of Intent* to terminate leases or enter *Probationary Amendment* as a result of lease violation issues; reviews preliminary investigations performed by staff and refers cases of suspected program violation or fraud, when warranted, to appropriate authorities.

Participates in development and implementation of section policies, procedures, work processes, forms and materials.

Performs a variety of tenant/property management-oriented functions, including: coordinating lease up processes to minimize the number of unit vacancy days, conducting housekeeping inspections, preparing and issuing rental payment delinquency and breach notices to tenants and responding to public housing on-site emergencies and crisis situations.

OTHER DUTIES

Maintains logs, records and files associated with assigned responsibilities; prepares statistical, status and productivity analyses and reports.

Plans and participates in assignments to handle the “uncovered” case load resulting from employee vacancies to ensure funding source regulations, policies and processing deadlines are met, without penalty to SDHC.

Conducts HQS inspections of public housing units for quality control purposes.

Serves on Commission committees and task forces on program design, development and other issues; performs special assignments and projects as assigned.

May act for a Housing Supervisor in that individual's absence.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Commission administrative regulations, policies and procedures and applicable law and regulations governing operations of the Commission's public housing programs; client eligibility determination and recertification procedures, including data elements, uses and operations of the Commission's on-line system; accepted case management practices and procedures; basic dispute resolution and mediation techniques applicable to areas of assigned responsibility; customer service etiquette and techniques; interviewing methods and procedures, especially as they apply to the collection of sensitive personal information; HQS Standards and inspection methods; principles, practices and techniques in conducting lease violation investigations and documenting findings for use in subsequent proceedings; standard office practices and procedures, including record keeping; principles and practices of sound business communication; principles and practices of effective supervision and staff training; Commission administrative regulations, personnel policies and Memoranda of Understanding.

The ability to:

Plan, assign, schedule, supervise and evaluate the work of assigned staff responsible for a large public housing case load; train assigned staff to ensure performance and productivity in compliance with applicable funding source requirements and program performance standards; define issues, analyze problems, evaluate alternatives and develop sound conclusions and recommendations; organize work, set priorities and exercise sound judgment within areas of responsibility, consistent with applicable rules, regulations, policies and procedures; understand, interpret, explain and apply detailed and complex regulations, policies and procedures governing the administration of public housing programs; make eligibility determinations and rental assistance calculations accurately and rapidly; communicate clearly and effectively, orally and in writing; prepare clear, concise and comprehensive reports, studies and other written materials; handle client interactions with courtesy, tact and sensitivity to the issues involved and defuse situations that become highly emotional and volatile; deal effectively with a highly diverse client group; operate a computer, computer terminal and other standard office equipment; establish and maintain highly effective working relationships with managers, clients, employees, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from a four year college or university with major course work in public or business administration, planning, social work or in a closely related field; and two years of progressively responsible experience in the administration of rental assistance or public housing programs, at least at the level of Senior Housing Assistant; or an equivalent combination of training and experience. Lead experience providing work guidance and direction to other staff members is highly desirable.

Licenses; Certificates; Special Requirements:

A valid California driver's license is required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands to operate, finger, handle or feel computers and other standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk; and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read, interpret and analyze detailed, complex data and information; use math and mathematical reasoning; observe people and situations; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under stringent and changing deadlines and interact with managers, clients, employees, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.