

CLASS SPECIFICATION

Assistant Rental Assistance Manager

Code Number: _____

GENERAL PURPOSE

Under general direction, plans, organizes, manages and integrates the work of several work units engaged in administering rental assistance programs to ensure compliance with all applicable program policy, procedure and regulatory requirements; provides expert professional assistance and guidance to Commission management and staff on the implementation and management of housing programs; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Assistant Rental Assistance Manager is responsible for assisting in the design, development, implementation, integration, monitoring and evaluation of the Commission's rental assistance programs. An incumbent is responsible for participating in the formulation of housing program policies and procedures and for collaborating with other section staff to integrate housing programs with other Commission initiatives to meet the Commission's mission, goals and priorities for achieving public policy objectives in this area.

Assistant Rental Assistance Manager is distinguished from Rental Assistance Supervisor by incumbents' responsibility for managing the work of several work units and assisting the section manager with overall administration of section programs, services and staff.

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 and 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 supervisors and 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; takes 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 supervisors and 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.

Manages, oversees and evaluates the work of units performing program eligibility and annual recertification processes and other standard case management functions; ensures implementation and monitors results of quality control audit procedures to ensure consistent, accurate and fair application regulations, policies and procedures in making eligibility determinations and performing rent subsidy calculations; advises staff on regulatory, policy and procedure changes and their impacts on work processes and standards; monitors employee productivity data and works with supervisors to resolve productivity and work quality issues.

Supervises, coordinates and participates in development and implementation of section and unit policies, procedures, work processes, forms and materials; manages, supervises and participates in the analysis of current and anticipated changes in housing programs, regulations, policies, procedures, funding source program evaluation performance standards and similar matters; oversees development, implementation and evaluation of proposed changes to Commission programs, policies, procedures, informational materials and forms.

Manages, supervises and participates in development and installation of systems, procedures, processes and other management tools to comply with HUD program performance assessment criteria; participates with unit supervisors and staff in using such criteria for compliance and program performance monitoring; identifies or supervises and coordinates the identification of control, work process, productivity and other performance improvement opportunities requiring corrective action and recommends changes to effect their implementation.

Personally responds to serious escalated client, landlord and community questions, concerns, complaints and issues; explains program requirements, operations and procedures; stays abreast of issues and concerns regarding the Commission's housing programs; anticipates concerns/problems and their impacts on Commission programs and housing management; ensures that appropriate action is taken to investigate, take corrective action and respond to inquiries and complaints from interested parties; represents the Commission in public meetings and forums on housing program and rental assistance issues.

Monitors developments in areas of responsibility; analyzes proposed state and federal law, regulations and court decisions for their impact on Commission practices and operations; recommends and implements policy and procedure changes consistent with requirements; directs or conducts research and analysis of client program needs, recommends appropriate organizational responses and implements programs.

OTHER DUTIES

Prepares a wide variety of statistical, status and productivity analyses and reports.

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

Speaks at professional conferences and before public forums and committees for policy and program design issues and other professional purposes.

Acts for the section Manager 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 rental assistance programs, including SEMAP; 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; dispute resolution and mediation techniques applicable to areas of assigned responsibility; HQS Standards and inspection practices; principles and practices of effective customer and public relations; administrative research and analysis methods and techniques; principles, practices and techniques of public administration, including budgeting, financial record keeping and reporting, purchasing and contracting and maintenance of public records; principles and practices of sound business communication; principles, practices and techniques in conducting investigations and documenting findings for use in administrative proceedings; principles and practices of effective management, supervision and staff training; Commission administrative regulations, personnel policies and Memoranda of Understanding.

The ability to:

Plan, assign, schedule, manage, integrate and evaluate the work of diverse units and functions to ensure effective and optimal utilization of assigned staff and resources; train assigned supervisors and staff to ensure performance and productivity in compliance with applicable funding source requirements, SEMAP performance standards and Commission expectations; define issues, analyze problems, evaluate alternatives and develop sound conclusions and recommendations; organize work, set priorities and exercise sound independent judgment, consistent with Commission and section mission and applicable policies and guidelines; understand, interpret, explain and apply detailed and complex regulations, policies and procedures governing the administration and evaluation of housing programs; represent the Commission and section effectively in dealings with funding source officials at local and national levels; communicate clearly and effectively, orally and in writing; prepare clear, concise and comprehensive reports, studies and other written materials; handle client and property owner 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 and customer group; establish and maintain highly effective working relationships with managers, supervisors, clients, property owners, representatives of funding sources and other governmental agencies, employees, the public and others encountered in the course of work; operate a computer and other standard office equipment.

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 three years of progressively responsible experience in the administration of rental assistance or public housing programs, at least at the level of Housing Property Supervisor; or an equivalent combination of training and experience.

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, the employee is 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. The employee is 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, the employee is 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, supervisors, clients, property owners, representatives of funding sources and other governmental agencies, 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.

The employee works under typical office conditions, and the noise level is usually quiet.