

Housing Authority of the City of Madera

Date: 8/11/2021 Revision #: Resolution #: 1193	HOUSING SERVICES MANAGER	Based on Qualification
# in Class: 1		At-Will/Exempt

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION: Under general direction of the Executive Director, plans, organizes and supervises the activities of personnel assigned to Housing Authority, Family Self Sufficiency, Resident Initiative, and MORES housing; implements Authority policies and procedures; coordinates activities with other departments, outside agencies and organizations; performs highly responsible planning, programmatic and supervisory duties associated with the management of housing programs; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS: The **Housing Manager** is a senior management level class responsible for administration and supervision of all programs related to occupancy, inspection, eligibility in agency or non-profit owned housing units. The incumbent additionally manages a variety of family support and self-sufficiency programs for all Housing Authority clients.

SUPERVISION RECEIVED/EXERCISED: Receives general supervision from the **Executive Director**. Exercises direct and functional supervision over professional staff.

ESSENTIAL FUNCTIONS: *(includes but are not limited to the following)*

- Supervises and participates in the development and implementation and maintenance of department goals and objectives. Reviews and evaluates work methods and procedures for improving organizational performance and meeting goals; ensures that goals are achieved.
- Reviews the work of department staff to ensure compliance with applicable federal, state and local laws, codes and regulations.
- Assists in the development of the annual budget; participates in the forecast of necessary funds for staffing, materials, supplies and services; administers and monitors the approved department budget; discusses and resolves budget issues with appropriate staff.
- Manages tenant eligibility and occupancy programs; oversees and performs quality control of eligibility, inspections and maintenance of client records and statistics; performs housing inspections as necessary; assists with tenant/landlord complaints and conducts informal appeal reviews.
- Oversees and coordinates the provision of supportive services, including self-sufficiency, home ownership, economic development, family services and drug prevention activities; develops and reviews proposals, funding and grant application requests from federal, state and local programs; oversees the operation of Authority youth programs and

facilities; develops and implements changes in existing programs to comply with changes in federal, state or local program regulations and guidelines.

- Supervises, reviews and participates in the preparation of reports and other written material.
- Establishes positive working relationships with representatives of community organizations, other governmental agencies and associations, Authority management and staff, clients and the public.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data and use of a computer keyboard. Additionally, the position requires near and far vision in reading correspondence and using the computer, and acute hearing is required when providing phone and face-to-face service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Housing Manager**. A typical way of obtaining the required qualifications is to possess the equivalent of four years of directly related experience in public housing operations, including two years at a supervisory level, and a Bachelor's degree in property administration, public administration or a related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

License/Certificate: Possession of, or ability to obtain, a valid class C California driver's license and ability to meet insurability requirements of the company providing automobile insurance to the Housing Authority. Incumbent must possess a Public Housing Management Certificate, or appropriate probationary certificate, as issued by the National Association of Housing and Redevelopment Officials (NAHRO) and a Housing Quality Standards Inspector Certification.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of: Modern principles, practices and techniques of public housing administration, organization and operation; methods and techniques of supervision, training and motivation; principles and practices of program and budget development, administration and evaluation; applicable federal, state and local laws, rules and regulations, including tenant rights and responsibilities; management principles and practices related to family self-sufficiency, home ownership and resident initiative programs; current trends in social and economic conditions; diverse cultures, dynamics and issues associated with a rural area with a diverse population; modern office

procedures and equipment, including a computer and applicable software; principles and procedures of record keeping; occupational hazards and standard safety practices..

Ability to: Plan, organize, direct and evaluate the work of subordinate staff; supervise and participate in the establishment of department goals, objectives and methods for evaluating achievement and performance levels; analyze complex issues, evaluate alternatives and reach sound conclusions; make adjustments to standard operating procedures as necessary to improve organizational effectiveness; supervise, train and motivate assigned staff; interpret, explain and apply applicable laws, codes and regulations; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships.

Skill to: Operate an office computer and a variety of word processing and software applications.

APPLICATION PROCESS

Required applications are available online at www.maderaha.org or you may pick one up at the Housing Authority of the City of Madera 205 N. 'G' St., Madera, CA 93637. Applications completed online must be printed and delivered in person or by mail to Housing Authority office by filing deadline. The examination process may consist of one or more of the following - review of the applications to determine eligibility; a written or performance exam, oral interview, and background review. The agency reserves the right to make necessary modifications to the exam process. The agency will make every reasonable effort in the examination process to accommodate persons with disabilities. Please advise Administration of any special needs in advance of the examination process by calling (559) 674-5695.

Open until filled. Previous applicants need not apply.

BACKGROUND REVIEW: A complete review of the candidate's background will be conducted before appointment, including criminal history.

MEDICAL EXAMINATION: Appointment will be contingent upon successful completion of a complete medical exam and drug screen.

ONLY QUALIFIED APPLICATIONS WILL BE CONSIDERED. PLEASE FILL OUT THE APPLICATION PROVIDED COMPLETELY; RESUMES AND OTHER PERTINENT INFORMATION MAY BE ADDED BUT CANNOT BE SUBSTITUTED FOR APPLICATION INFORMATION.

DISABLED APPLICANTS WHO REQUIRE SPECIAL EXAM ARRANGEMENTS SHOULD CONTACT THE PERSONNEL DEPARTMENT FIVE (5) DAYS PRIOR TO EXAM DATE.

BENEFITS: *This classification receives 12 paid holidays per year; vacation, sick leave; benefit credit towards cost of medical, vision and dental plans; CalPERS 2% @ 62 Retirement Plan, Deferred Compensation 457 Plan, life insurance and long term disability insurance. The Housing Service Manager position is an Exempt/At-Will position.*