



## HOUSING MANAGER

### **DEFINITION**

Under general direction, plans, organizes, manages, and administers the City's housing and neighborhood revitalization programs, including affordable housing development, federal and state housing grants, and housing policy implementation; supervises assigned professional, technical, and administrative staff; serves as a technical expert on housing finance, housing policy, and community development programs; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned management personnel. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for managing a division in the Development Services Department. The incumbent is responsible for developing and implementing policies and procedures for assigned division, including short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other City divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major City initiatives.

### **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 qualified employees can perform the essential functions of the job.*

- Plans, organizes, directs, and evaluates the work of the City's Housing Division; provides direct supervision to assigned staff, including hiring recommendations, training, performance evaluation, and discipline in accordance with City policies.
- Plans, develops, administers, and evaluates the City's affordable housing, housing rehabilitation, neighborhood revitalization, and housing preservation programs.
- Manages state and federal housing and community development funding programs, including but not limited to Community Development Block Grant (CDBG), HOME, CalHome, PLHA, and other applicable funding sources.
- Oversees preparation, implementation, monitoring, and reporting for federally and state-funded housing programs to ensure compliance with all applicable laws, regulations, and funding agreements.
- Prepares, reviews, and analyzes affordable housing financial proformas, development budgets, and funding structures to assess project feasibility, long-term affordability, and public investment risk.
- Works closely with Planning Division in the preparation, update, and implementation of the City's Housing Element and related housing policy documents; monitors compliance with State housing law and RHNA obligations.
- Negotiates and administers loan agreements, regulatory agreements, affordability covenants, and related housing program documents in coordination with the City Attorney's Office.
- Works closely with Code Enforcement, Police, Planning, Building, and other City departments to advance neighborhood revitalization, code compliance, housing quality, and public safety objectives.

- Develops and implements integrated strategies that align housing programs with code enforcement, public safety, and community preservation initiatives.
- Serves as the City's primary liaison with developers, non-profit housing providers, lenders, consultants, community-based organizations, and state and federal agencies.
- Prepares and presents staff reports, policy recommendations, resolutions, and presentations for the City Council, Planning Commission, and advisory bodies.
- Develops and implements division-level policies, procedures, guidelines, and application materials for housing and neighborhood revitalization programs.
- Prepares and manages division budgets; monitors expenditures; and identifies and pursues grant and funding opportunities to support City housing goals.
- Responds to complex and sensitive public inquiries and provides technical assistance related to housing programs and policies.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official division files.
- Ensures staff compliance with City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of affordable housing development and finance, including performance analysis, layered financing, and public-private partnerships.
- Federal, State, and local housing and community development programs and funding sources.
- Community Development Block Grant (CDBG) program requirements, including eligible activities, national objectives, reporting, and compliance.
- California housing law, including Housing Element law, RHNA requirements, and related State mandates.
- Neighborhood revitalization strategies and housing rehabilitation programs.
- Principles and practices of budget development and administration.
- Applicable Federal, State, and local laws, regulations, and reporting requirements related to housing programs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Methods and techniques of research and statistical analysis.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public,

- vendors, contractors, and City 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, including computers and software programs relevant to work performed.

**Ability to:**

- Plan, organize, oversee, and manage the staff and operations of the Housing Division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, 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 and procedural 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:*

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in urban planning, public administration, housing, community development, finance, economics, or a closely related field.

Experience:

- Five (5) years of responsible experience in housing programs, community development, affordable housing finance, or a closely related field, including two (2) years of experience in a supervisory or management capacity.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**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 departmental policies and procedures.