

ELIGIBILITY AND OCCUPANCY ASSISTANT DIRECTOR

DEFINITION/PURPOSE: Assists the Department Director to coordinate and direct daily administrative functions and activities within the department; assist in establishing department goals, objectives, strategies, policies, and procedures regarding housing issues; coordinate activities with other departments, and outside agencies or organizations.

DISTINGUISHING CHARACTERISTICS: This management position is responsible to the Department Director or their designee, for daily planning, organizing, directing and supervising the department and administering the housing programs.

SUPERVISION RECEIVED AND EXERCISED: Under the direct supervision and administrative direction of the Department Director or their designee. Provides direct supervision and training to all other staff of the Eligibility and Occupancy Department.

ESSENTIAL JOB FUNCTIONS: Duties may include, but are not limited to, the following:

- Assist in management, supervision, and coordination of the Eligibility & Occupancy department, including various programs; serve as department head in the absence of the director.
- Participate in the development and implementation of goals, objectives, policies, grants, and priorities for housing programs; identify resource needs; recommend and implement policies and procedures; recommend and prepare drafts for proposed revisions.
- Coordinate the selection, orientation, training, and evaluation for department personnel; provide or coordinate staff training; identify and resolve staff deficiencies; assign work activities and projects; review work in progress and submit finished products to the director.
- Respond to the most complex and difficult inquiries and requests for information; provide information and resolve service issues or complaints; represent the department with other departments, outside agencies and organizations, and the public.
- Plan and create informational materials and documents associated with the programs.
- Respond to phone calls, written inquiries, and walk-in clients to resolve issues, defuse volatile situations, and counsel clients.
- Serve as liaison with owners/managers of housing programs; review periodic requests for funding; compile information on comparable rents for use in reviewing requests for rent increases and statistical purposes; ensure HUD policies and procedures are followed in administration of programs.
- Gather information and data; prepare and present staff reports and other necessary correspondence.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of housing assistance programs, continuing changes in detailed policies and procedures relations to agency programs, and local sector housing market conditions.

As Assistant Department Head:

- Exercise direct and indirect supervision over supervisory and support staff. Carry out supervisory responsibilities in accordance with the agency's policies and applicable laws.
- Approve time cards and leave requests.
- Respond to and resolve issues pertaining to departmental programs. Advise department Director, in a timely manner, on necessary actions, problems or requirements.
- May represent the Authority at public meetings and conferences; make reports and oral presentations to the Board of Commissioners and other bodies.
- May act as Authority hearing officer.
- Interview new hire applicants; train employees; plan, assign and direct department work; write employee performance evaluations, address staff complaints and resolve problems according to agency policies and procedures.

OTHER JOB FUNCTIONS:

- Make presentations to outside service providers and community groups.
- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Principles of organization, administration, program planning, coordination and evaluation, budget, and personnel management; public administration, public housing laws, program and agency rules, regulations, standards and programs. Principles and practices of supervision, training, motivation, and performance evaluation. Principles of

interviewing and counseling methods, procedure, and techniques. Record and data management, storage and retrieval systems. Knowledge of problems, needs and attitudes of the physically, socially and economically disadvantaged. Administrative problems and issues involved in the operation of a department and agency. Local government organization and operations of the interrelationships between County, Federal and State government and community organizations concerned with the delivery of the assigned division programs services. Some knowledge of community needs and public and private community resources providing services related to the Agency programs. Laws and regulations pertaining to programs; current developments and trends in the community resources providing related services

Abilities: Assist the department director to plan, organize and direct, through subordinates and supervisors, the activities of staff engaged in the administration of the Agency's programs. Plan, organize, implement, direct and coordinate work in a manner that is conducive to full performance and morale. Effectively train, supervise and evaluate subordinates. Exercise initiative, ingenuity and sound judgment to solve difficult administrative and personnel problems. Analyze, interpret and explain complex regulations, laws, court decisions and directives. Establish and maintain effective working relationships with others. Deal effectively with tenants, owners, representatives of other governmental agencies, and others. Maintain confidentiality. Work cooperatively with other department heads. Work independently with minimum guidelines in accomplishing department goals. Prepare complex reports and communicate effectively in oral and written English. Perform basic math and accounting functions; interpret and translate statistical data. Operate modern office equipment, including a computer and necessary applications programs.

Licenses and Certificates - Possession of, or ability to immediately obtain and retain, a valid California Driver License.

Physical Requirements/Work Environment – Sit or stand for lengthy periods of time in an indoor office environment. Have the manual dexterity to use keyboard equipment. Be able to lift up to 25 lbs.

Other - Employee may be required to use his/her personal vehicle, reimbursed at the agency-authorized rate, in the performance of duties. When so required, must show proof of and maintain automobile insurance coverage that meets the minimums specified by agency policy.

- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service (INS).
- Must complete an annual Statement of Economic Interest
- Fluency in conversational Spanish is desirable.
- Be bondable

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that provides the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and acquire the abilities would be:

Experience - A minimum of five years management experience in one or more federal housing programs, or housing management, social service organization, real estate, title company or lending institution. Two years experience of responsible administrative or management experience which would demonstrate application of possession of the required knowledge and abilities listed above.

Education - A Bachelor's Degree from an accredited college or university with major course work in business or public administration, finance, sociology, real estate, social work or related fields.

The Housing Authority of the County of Santa Cruz is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.