

DIRECTOR OF PROPERTY MANAGEMENT AND CLIENT SERVICES

DEFINITION/PURPOSE: Through leadership and management, oversee the daily operations of the Property Management Department and Client Services. Under the direction of the Deputy Executive Director, provide leadership in the planning, program management, service delivery, and supervision of staff in the areas of property management and client services. Property management responsibilities include all aspects of leasing and facilities of properties owned by the Authority and affiliate nonprofit entities, which includes a portfolio of low-income affordable rental units, commercial property, and Authority administrative offices. Client services responsibilities include the coordination of programs and services for residents and program participants to promote economic mobility, increase access to community resources and initiatives to improve the quality of life for clients. This position is responsible for technical work which includes program compliance with regulations, federal, state, and local laws, the ability to interpret, develop and implement policies and procedures, prepare service proposals, assist with contract development, enforce contracts, and monitor program activities.

DISTINGUISHING CHARACTERISTICS: This management classification is distinguished from the Assistant Director of Property Management in that it is responsible for the establishment of department goals and priorities and general oversight of department performance. It differs from the classification of a Deputy Executive Director position by the latter's responsibility for oversight of departments and programs throughout the Authority.

SUPERVISION RECEIVED AND EXERCISED: Under direct supervision and administrative direction of the Deputy Executive Director. Provides direct supervision and direction to the Assistant Director of Property Management, as well as internal property management staff and/or third-party vendors. May provide general direction to analysts and other Authority staff to support initiatives and activities within Property Management and Client Services.

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

- Responsible for the overall planning and administering of programs and services to meet the goals, objectives, and priorities for Property Management and Client Services.
- Develop and maintain Authority policies and procedures implementing federal, state, and local directives and statutes and other Authority programs; and, as applicable, procedures for department activities and programs.
- Direct and guide staff on leasing, tenant screening, lease execution, rent collection, lease enforcement, unit turn-over, tenant relations and dissemination of information to tenants regarding procedures, policies, and other tenant relations as applicable.
- Coordinate the development, implementation, and update to plans and procedures related to tenant selection, property management, file reviews, program audits, quality assurance and program compliance.
- Responds to and resolve, in a timely manner, difficult and sensitive inquiries, information requests, and complaints.
- Provide leadership on the development, implementation, and enhancements to reports on key performance indicators.
- Ensure property, tenant, and vendor records are maintained in accordance with procedures, regulations, federal, state, and local laws, and apply systems to organize and catalog, and apply record retention policies.
- Direct and guide staff on facility management, routine, and preventative maintenance, groundskeeping, landscaping, property inspections, and workorder management.
- Assist in the preparation and update to the 5-year capital plan which includes coordinating budget estimates, project timelines, and establishing priorities.
- Oversee site visits, coordinate third-party vendor services and contracts, and support after hours and weekend emergency repairs.
- Monitor maintenance expenditures, equipment purchases, supply and part inventories, and evaluate for opportunities to improve maintenance operations to optimize limited resources.
- Oversee the inventory, repair, maintenance and janitorial work for the Authority office, vehicles and heavy equipment.

- Oversee pre-construction and rehabilitation activities to prepare plans, scope of services, cost estimates, bid documents, evaluate proposals, and recommend contract awards.
- Support activities related to zoning, permitting, building review, entitlements, development agreements and management plans.
- Ensure contractor compliance with prevailing wages, bonding insurance, Section 3, and affirmative action requirements.
- Coordinate and oversee rotating on-call schedule for urgent after hours and weekend maintenance and repair calls. Remain on call for emergency situations or for lapses in coverage.
- Oversee the delivery of programs and services to support residents of Authority owned properties and program participants assisted through the Housing Programs Department.
- Develop, implement, and enhance client service initiatives, referral resources, assistance programs, and communications to residents and program participants.
- Coordinate programs to provide high-speed internet and transportation assistance.
- Oversee and support the development and distribution of newsletters, bulletins, move-in packets, e-communications, and other materials to inform residents, program participants, owners and other stakeholders of client service initiatives.
- Support client surveys, assessments, focus groups and other engagements to collect data, and information to help with program administration.
- Develop and maintain effective relationships with local government staff and officials, community groups, community leaders, service providers and industry groups.
- Represent the Authority at public meetings and conferences; make reports and oral presentations to the Board of Commissioners and other bodies.
- Lead the review and response to federal and local agency engagement related to compliance issues, site visits, program audits, and other outreach.
- Review and prepare draft Authority comments on proposed federal, state and local regulations and their prospective impact on department and Authority programs.
- Support the preparation of funding applications, grants and loans through government agencies, philanthropies, foundations, and other funding sources to support property management, client services, and development opportunities.
- Assist in the use and enhancement of software applications on program reporting, deployment of new technology, resolving data discrepancies, and training of staff on effective and efficient use of systems.
- Assist with real estate acquisition and development to evaluate real estate opportunities, review appraisals, seek entitlements, review deeds of trust, regulatory agreements and other property restrictions.

As a Department Head:

- Approve timecards and leave requests.
- Participate in the recruitment and selection of department employees.
- Provides highly responsible and complex administrative support to the Executive Director and Deputy Executive Director in accomplishing the Authority's goals and objectives.
- Respond to and resolve issues pertaining to departmental programs, staff issues, and other sensitive cases, coordinate staff and resources as appropriate.
- Conduct regular department, team, and one-on-one staff meetings, to communicate updates, provide staff guidance, resolve various department issues, and collaborate with staff on departmental and program enhancements.
- Responsible for training, motivating and directing staff; oversee annual staff evaluations, progressively evaluate and review the work of staff to ensure compliance with policies and procedures, works with staff on performance issues, implements performance management measures, and responds to staff questions and concerns.
- Delegate duties to other staff within the department.

OTHER JOB FUNCTIONS:

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

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Pertinent federal, state and local laws, rules and regulations regarding low income affordable housing programs; and Authority policies and procedures, tenant and landlord laws, fair housing, leasing, building maintenance, repair and construction. Principles

and practices of organization, administration, estimating, budgeting, consensus building, and employee management. Personal computers, word processing and spreadsheet programs, and their use. Local housing market and service delivery of social services and community resources.

Ability to: Comprehend and interpret complex housing program rules, regulations, requirements, and guidelines, as well as Authority policies and procedures. Exercise sound independent judgment within established guidelines. Plan, organize, direct, and coordinate work in a manner conducive to full performance. Contend with a constantly changing environment and lead in effecting change. Interpret and apply pertinent rules and regulations. The Director will be a role model for the high level of customer service expected in the delivery of service, and will ensure a culture of trust, teamwork, and professionalism exists throughout the department. A high level of self-initiative, a data driven and results-based approach to problem-solving, and the ability to utilize creative approaches to meet the organization's Mission are essential attributes. Work with time-critical materials and operate under pressure of multiple deadlines. Work cooperatively with department heads and other employees.

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

Physical Requirements/Work Environment: Ability to access unimproved development sites and multistoried project locations. Have the manual dexterity to operate keyboard equipment. Work with time critical materials and operate under pressure of multiple deadlines. Deal with people under stressful conditions. Lift up to 50 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 eligibility to work in U.S.
- 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 of management experience in property management or building trades related to housing programs, social or community service organization, or in a similar environment within either the public or private sector. Three years of experience in a supervisory management capacity.

Education: A Bachelor's Degree from an accredited college or university with major course work in business or public administration, construction technology, real estate, planning, finance, sociology, or related fields. A Master's degree is preferred, as is experience related to housing programs, property management, or similar environment with either the public or private sector.

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.