

PROPERTY MANAGEMENT ASSISTANT DIRECTOR

DEFINITION/PURPOSE: Manage the daily operations of the Property Management Department. Under the direction of the Director of Property Management & Client Services, coordinate, plan and implement the property management of properties owned by the Authority and affiliate nonprofit entities, which include a portfolio of low-income affordable rental units, commercial property, and Authority administrative offices. The Property Management Assistant Director provides supervision and administrative functions for core property functions which include but are not limited to leasing, inspections, maintenance, rehabilitation, and construction. 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 Property Management Specialist in that it is responsible for direct supervision, and the planning, coordinating, and monitoring of daily operations within the Property Management Department and exercises initiative, independent judgment and discretion in performing duties, delegations, and special assignments. It differs from the classification of a Department Director position by the latter's responsibility for establishment of department goals and priorities and general oversight of department performance.

SUPERVISION RECEIVED AND EXERCISED: Under direct supervision and administrative direction of the Director of Property Management and Client Services, or his/her designee. Provides direct supervision and general direction to the staff in the Property Management Department which currently consists of staff designated to the positions of Administrative Clerk III, Property Management Specialist and Maintenance Worker II and III.

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

- Direct the management, operations, and rehabilitation of Authority owned properties.
- Supervise staff in the Property Management Department, coordinate training, work plans, delegation of assignments, monitor performance, and evaluation of performance.
- Facilitate and conduct a range of staff meetings to provide department updates, project planning, review of work activities, staff and team coordination, and enhancements to property management functions.
- Approve timecards and leave requests.
- Participate in the recruitment and selection of department employees.
- Oversee all aspects of leasing, tenant screening, lease execution, rent collections, lease enforcement, unit turn-over, and tenant relations and dissemination of information to tenants regarding maintenance policies, notice of tenant fees and other tenant relations as applicable.
- Coordinate services and programs to support tenants sustain stable housing, respond to tenant requests, complaints, or inquiries, and actively address problems related to their housing.
- Provide technical support to address non-compliance issues involving evictions, fraud, illegal use of controlled substance and criminal activity.
- Support the implementation and delivery of resident services programs which include programs to address closing the digital divide, transportation, economic mobility, food insecurity, access to welfare programs, and health services.
- Assist in the preparation and update to the 5-year capital plan which includes coordinating budget estimates, project timelines, and setting spending priorities.
- Oversee facilities management, conduct site visits, coordinate third-party vendors to support property operations, and coordinate after hours and weekend emergency repairs.
- Remain on call to address after hours and weekend calls for emergency maintenance repairs.
- Coordinate property inspections as part of preventative, routine and emergency maintenance functions, document property and unit conditions, identify and facilitate repairs, track and monitor workorders, and coordinate the routine replacement of parts such as filters and other mechanical parts as needed, and ensure work is completed in compliance with quality standards
- Track and monitor maintenance expenditures, maintain an inventory of maintenance supplies and equipment and track the use of supplies and equipment.

- Provide, analyze and support staff in the preparation of regular reports on leasing activities, workorders, construction and rehabilitation activities, and vendor services.
- Maintain property, tenant, and program records in accordance with regulations, Federal, State, and local laws, and develop systems and protocols for file organization, record management and record retention.
- Assist in the use and enhancement of software applications with regards to program reporting, deployment of new technology, resolving data discrepancies, and training of staff on effective and efficient use of systems.
- Oversee pre-construction and rehabilitation activities to prepare plans, specify scope of services, cost estimates, prepare and issue bid documents in accordance with Authority policies and relevant laws and regulations, evaluate bids, and make recommendations for awards.
- Support activities related to zoning, permitting, and building review.
- Support construction activities which include providing technical assistance and input on building design, material selection, and other factors related to the long term maintenance and leasing of the project.
- Ensure contractor compliance with prevailing wages, bonding insurance, Section 3, and affirmative action requirements.
- Develop lists of contractors (general renovation and maintenance) to provide various services meeting Authority needs.
- Monitor development, rehabilitation and maintenance contractors to ensure work activities are performed within scope, to Authority standards, are accurate, timely, and within program budget.
- Recommend and modify existing contracts and services as needed to ensure efficient and effective delivery of services.
- Work with federal and local agencies on funding opportunities, compliance issues, site visits, program audits, and reviews.
- Review and prepare draft Authority comments on proposed Federal, State and local regulations and their prospective impact on department and Authority programs.
- Represent the Authority at public meetings and conferences; make reports and oral presentations to the Board of Commissioners and other bodies.
- 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.
- Assure that the Authority owned properties and sites meet state requirements and compliance standards with water metering, water testing, sewage treatment, licensing, and safety.

OTHER JOB FUNCTIONS:

- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Principles of organization, administration, budget and personnel management; public housing laws, program and agency rules, regulations, standards and programs. Local housing market, affordable housing property management and the availability of social services and community resources. Principles and practices of building maintenance, repair and construction. Principles of estimating, budgeting, consensus building, and tenant landlord law.

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. Effectively train, supervise and evaluate subordinates. Coordinate plans and schedule building construction, repair and maintenance activities. Negotiate contracts for building maintenance and repair work. Make accurate estimates of time and materials required for repair and maintenance work. Interpret and apply pertinent rules and regulations. Inspect housing units and recommend necessary repairs. Establish and maintain cooperative working relationships with those contacted in the course of the work. Work with time-critical materials and operate under pressure of multiple deadlines. Work cooperatively with department heads and other employees. Work independently with minimum guidelines in accomplishing department goals. Prepare complex reports and communicate effectively in written and oral English. Maintain confidentiality. Deal effectively with a variety of people. Supervise and train staff. Use personal computers and the required programs.

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. Effectively communicate with people under stressful conditions.

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 authorization to work in the US as required by the Immigration and Naturalization Service (INS).
- Possession of a Real Estate or Brokers license is preferred.
- 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 affordable housing property management preferably including inspection and contract administration responsibilities related to housing programs, social or community service organization, or in a similar environment within either the public or private sector. Additionally, at least two years of administrative or management experience demonstrating the application 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, construction technology, real estate, planning, 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.