



HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA
3133 Estudillo Street, P.O. Box 2759
Martinez, CA 94553

Open Recruitment
for
HOUSING CHOICE VOUCHER PROGRAM MANAGER

RECRUITMENT PROCESS: 19 – 12
POSITION: Housing Choice Voucher Program Manager
MONTHLY SALARY: \$5,746 - \$6,984 (Five Steps)
FINAL FILING DATE & TIME: *This position will remain open until filled.*

WORKSITE:

Housing Choice Voucher Offices
2870 Howe Road, Martinez, 94553 or 2324 College Avenue, San Pablo, 94806

SUPERVISOR:

Ingrid Layne, Director of Assisted Housing Programs

THE POSITION:

Under the direction of the Director of Assisted Housing the Housing Choice Manager is responsible for the overall delivery of the Housing Authority of the County of Contra Costa's (HACCC) high quality Housing Choice Voucher (HCV) programs within an assigned geographic area of the County of Contra Costa. Is responsible for the day to day implementation of Housing Authority policies, procedures and programs that will ensure the delivery of well managed HCV program activities within his/her area of assignment through a team of clerical and technical staff. Responsible for ensuring compliance with all established operating policies and all regulatory requirements.

DISTINGUISHING CHARACTERISTICS:

This single position management classification is responsible for the implementation of the Authority's Housing Choice Voucher/Section 8 housing programs within an assigned County geographic area. It differs from all other classifications in that it is solely responsible to the Director of Assisted Housing for the effective and efficient administration and operation of the Authority's HCV program within an assigned geographical area. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct supervision of the Director of Housing Assistance Programs with significant independence. The HCV Program Manager exercises direct supervision over assigned technical and clerical employees.

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

Leadership and Supervision

- Supervises and is responsible for the performance of a group of clerical and technical employees in accordance with HACCC's policies and applicable laws and regulations.
- Develops and maintains good team working relationships, provides leadership to inspire the spirit of teamwork, and encourages cooperation among team members.
- Implements performance standards for team members and monitors their progress in achieving the standards to ensure program effectiveness; coaches for improvement and takes disciplinary action as necessary and authorized.
- Provides technical leadership, coordinates and provides training, counsels and advises staff, and ensures that all team members adhere to departmental program standards and policies as well as organization-wide personnel policies & procedures through goal setting, planning and evaluations.
- Completes in a timely manner an annual evaluation for each team member and as appropriate recommends step increases.
- Conducts regular staff meetings including the communication of and training in Authority policies and program changes.
- Coordinates and solves problems relative to the Section 8 program
- Models punctuality and attendance within agreed upon work schedule.
- Participates in the selection of staff.
- Approves leave requests as appropriate to ensure work of unit is accomplished.
- Ensures that staff time records are correct, approved and submitted to payroll services in a timely manner.
- Prepares and/or supervises the preparation of correspondence and monthly activities and status reports.
- Serves as an advisor to the Director regarding management and operations issues and other department-wide matters.
- Assists in the development and implementation of goals, objectives and policies and procedures for the Housing Choice Voucher/Section 8 Department.
- Undertakes special studies and assignments as directed by the responsible Director.
- Ensures the timely requisition of material and supplies to support team deliverables.
- Maintains a working knowledge of YARDI system.
- May create and make verbal reports and presentations to the Board of Commissioners and other bodies when requested.

Customer Service

- Maintains professional relationships with all prospective and current clients and ensures staff interacts professionally and respectfully with all clients and with each other.
- Ensures staff responds to all client requests or complaints in a timely, efficient, consistent and courteous manner.
- Establishes and maintains effective working relationships with co-workers and clients and professionally performs essential job functions in an environment that will sometimes include increased levels of work-related stress.
- Facilitates effective client and/or landlord relations.
- Models to staff an understanding of sensitivity to: different cultural backgrounds, economic status, those with special needs, and adheres to Equal Employment and Equal Housing Opportunity as well as other state, federal and local requirements, directives and statutes.
- May represent the Authority at the local level in public relations and community affairs; and may attend meetings outside regular business hours.
- May need to provide assistance and direction during after-hours emergencies, as needed.

Policy/Compliance/Reporting

- Ensures regulatory compliance with all Authority and program requirements including annual recertifications, interim recertifications, client port-ins and port outs, and appropriate file documentation ensuring rules are followed and files completed.
- Ensures timely submission of required HUD reports. Prepares regular and special reports as required by Senior Management staff including but not limited to: legal actions, reasonable accommodations, and risk management. Writes and prepares program narratives, statistics and other supporting data.
- Regularly meets and/or communicates with the Director to report on and discuss operational issues.
- Responds to and resolves issues pertaining to area programs. Advise Director in a timely manner on necessary actions, problems, or requirements.
- Review and prepare comments on proposed Federal, State and local regulations and their prospective impact on department and authority programs. Suggest alternative courses of action, as applicable.
- Implements changes in Federal and State regulations.
- Assist in the development of department policies and procedures implementing Federal, State, and local directives and statutes and Authority policies, and, as applicable, procedures for department activities and programs.
- Assists the Director, or other senior staff with special projects, administrative tasks, and other duties as assigned.

Other Job Functions

- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of:

- Laws, program and agency rules, regulations, standards and programs, and the local housing market as it relates to HCV/Section 8 program administration.
- Customer service, team leadership, principles and practices of supervision
- Written and verbal communication skills with the ability to interact with all levels of personnel and the general public.
- Report preparation techniques and procedures; demonstrated ability to prepare and analyze professional/technical reports, grant applications and other documents.
- Principles and practices of housing choice voucher administration programs and practices.
- YARDI property management software navigation knowledge is desirable but not necessary for incumbents new to the Housing Authority. A working knowledge is expected within two (2) months of being hired.

Ability to:

- Supervise the work of assigned personnel who are administering local housing voucher/section 8 programs.
- Plan, organize, and coordinate work in a manner conducive to attaining full cooperation of all team members.
- Comprehend and communicate complex ideas, rules, regulations and laws clearly and effectively both verbally and in writing with a high level of proficiency in the English language to employees, individual clients and groups consisting of clients and/or the general public.
- Prepare and present ideas in a clear and concise manner, and communicate effectively with people of different cultural and socio-economic backgrounds.
- Effectively manage relationships with landlords participating in the Section 8 program.

Ability to (continued):

- Establish and maintain effective working relationships with clients and others contacted in the course of work.
- Maintain confidentiality.
- Analyze, interpret data and prepare reports.
- Handle a large number of projects simultaneously and manage shifting priorities in a fast paced environment.
- Maintain a positive attitude, enthusiasm and stamina for low income/eligibility oriented housing services and myriad demands of the position.
- Effectively operate a personal computer, utilize standard office software including the YARDI system and operate myriad electronic office equipment.

Physical Abilities and Work Environment:

- Must have the ability to drive an automobile, sit for lengthy periods of time, and operate keyboard equipment, lift or carry up to 15 lbs. The majority of work is conducted in a standard indoor environment.
- The ability to climb, stretch, bend, climb stairs, and move over uneven terrain is expected during housing inspection activities.

LICENSES AND CERTIFICATES:**Certificates:**

The following are desired upon hiring/promotion into this position or the incumbent must be able to obtain the first three certifications during first year in position or other allowable period of hire as authorized by the Executive Director.

- Housing Choice Voucher Specialist, including Section 8 Rent Calculations
- Housing Choice Voucher Management
- Housing Quality Standards
- Housing Choice Voucher Executive Management; and
- Other licenses or certificates, as deemed appropriate.

California Driver License:

Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority's insurance carrier, subject to annual review by the insurance carrier.

Other:

- Provide an annual Statement of Economic Interest
- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the U. S. Citizens and Immigration Services.
- Will be required to take a post offer, pre-employment physical examination.
- Be bondable.

MINIMUM QUALIFICATIONS:

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

Experience:

- Four (4) years of increasingly responsible experience in a position with a housing authority or other public or assisted housing agency directly supporting daily housing operations, including two years of demonstrated experience in management of a voucher or Section 8 program another HUD-assisted housing program.
- Two (2) years of supervisory experience is desirable.

Education:

- An Associate's Degree from a junior college, or two full academic years of study at an accredited college or university with major course work in social science, behavioral science, public administration, business administration, or a related field is desirable.
- Experience of the type indicated beyond the stated requirements above may be substituted for the required education on a year-for-year basis.

Desirable Qualifications:

- Experience in the delivery of social service programs and/or other affordable housing programs.
- At least two (2) years of management/supervisory experience preferably in the eligibility environment providing services to low income clients.
- Experience working in culturally and economically diverse communities.
- Graduation from a 4 year accredited college or university.
- Bilingual in a language other than English that can be used to support clients living in Contra Costa County.
- Experience with YARDI or other property/housing management software.

APPLICATION AND SELECTION:**Application Procedure:**

Please submit an application via ADP <http://tinyurl.com/HACCC-ApplyHere>. Position will remain open until filled. E-application process is the only way to apply for this opportunity.

If you have any questions or concerns related to the e-application process, please contact Human Resources at (925) 957-8020 or by email at ccalica@contracostahousing.org **at least 24 hours before** the closing date and time. Paper or faxed applications will not be accepted.

Selection Procedure:

Electronic applications will be reviewed and evaluated to ensure applicant meets the minimum qualifications. Candidates, who meet the minimum qualifications, as deemed by the Human Resource Officer, will be invited to move forward in the selection process.

Eligible candidates will be invited to continue in the selection process which may include one or more of the following: evaluation of work experience, written test, personal interview, performance test or another evaluation method. Tests or other evaluation methods must be passed with a 75% or better to continue in the selection process.

Final selection procedures will be determined by the Executive Director and the Director of Assisted Housing Programs.

BENEFITS:

- This is an exempt, management position
- Member of Contra Costa County Employees Retirement Association
- Group insurance with CALPERS medical and Delta Dental
- Employer medical contributions: single \$462, dual \$924, and family \$1205
- Employer dental contributions: single \$63.72, dual 110.81, and family \$186.36
- Employer paid Life, AD&D and LTD insurance
- Paid Leave: 10 holidays, 60 hours of management leave, 32 hours of personal leave, 96 hours of sick leave, 120 hours of vacation

Final Filing Date & Time: Open until filled

Distribution: All office and field bulletin boards

Posting Date: Open until filled

**THE HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA IS AN
EQUAL OPPORTUNITY EMPLOYER**

