



April 2024
FLSA: EXEMPT

ASSISTANT DIRECTOR OF PROPERTY OPERATIONS

DEFINITION

Assists the Director of Property Operations to plan, organize, manage, and provide administrative direction and oversight for all functions and activities of the Property Operations Department (including property management through third party management, commercial leases, resident services contracts, capital improvements, monitoring various regulatory agreements with providers and related activities). Under general direction, supervises the assigned activities with other Housing Authority departments, officials, outside agencies, and the public; fosters cooperative working relationships among Housing Authority departments, with intergovernmental and regulatory agencies, and various public and private groups. Will be assigned specific properties to manage through the third-party agent.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Property Operations. Assists the Director of Property Operations to provide leadership, supervision, and direction over assigned professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a professional level, assistant department head classification which participates in all activities of the Housing Authority's Property Operations Department, including short- and long-term planning, development, and administration of departmental policies, procedures, and services. Successful performance of the work requires knowledge of public policy, housing policy and programs, property management and contract monitoring for third party property management, property operating budgets, resident services and property maintenance functions and activities, and the ability to assist with the management of the agency's third-party contract for the management and maintenance of the Housing Authority's properties, and related resident services. This position will also work with the asset management staff to contribute to the long-term management and monitoring of the Housing Authority owned real estate and the related ownership responsibilities including the administration of the Housing Authority's affiliates. Responsibilities include assisting with coordination of the activities of the department with those of other departments and outside agencies. The incumbent is accountable for assisting with departmental planning and operational goals and

objectives and for furthering Housing Authority goals and objectives within general policy guidelines.

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 that qualified employees can perform the essential functions of the job.

- Assists with developing, directing, and coordinating the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within Housing Authority policy, service and staffing levels.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards.
- Plans, organizes, prioritizes, assigns, reviews, and evaluates the work of professional, clerical, and technical staff engaged in housing or related activities and services.
- Provides input in the development and implementation of goals, objectives, policies, and priorities for supportive housing programs; recommends appropriate service levels within Housing Authority policy; recommends and administers policies and procedures.
- Reviews, approves, or recommends approval of employee work schedules, timecards, requests for vacation, sick leave, overtime, and leaves of absence.
- Oversees and participates in the development and administration of Housing Authority programs; ensures that programs comply with Federal and State laws, regulations, and reporting requirements. Manages a portion of the agency's portfolio through the third-party manager.
- Monitors changes in laws, regulations, and technology that may affect program operations; assists in the implementation of policy and procedural changes as required; informs and educates staff regarding changes.
- Provides training to staff on matters such as new processes, software updates, and verification tools; prepares instructions, documentation, and procedural guides; trains, counsels, develops, and motivates employees in appropriate work procedures, standards, practices, and behavior, including workplace safety.
- Collects input and makes recommendations for the standardization of procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned program service delivery methods; compiles data for the assessment and monitoring of workload, productivity, and administrative support systems; identifies opportunities for improvement and recommends these to the Director.
- Performs a variety of complex data compilation and research; prepares summaries, reports, and correspondence.
- Reviews and processes requests for reasonable accommodation; may maintain related documentation and logs, monitor periodic reviews of approved reasonable accommodations, and prepare reports regarding reasonable accommodations.

- Maintains and applies knowledge of applicable laws, regulations, Department of Housing and Urban Development (HUD) guidelines, and the AHA Administrative Plan, including Fair Housing and Limited English Proficiency (LEP).
- Provides administrative support to the Director of Property Operations as needed.
- Serves as the acting Director of Property Operations in the Director's absence.
- Attends department and Housing Authority meetings; participates in a variety of mandatory training activities; obtains housing certificates related to the assignment.
- May participate on special committees.
- Participates in change management efforts to ensure partners and staff support the implementation of improvements to the supportive housing system.
- Works closely with leadership team to coordinate the collection of input, output and outcome data for the Office's programs and services.
- Partners with City and County departments, local service providers and other community-based organizations to develop a sustainable and responsive supportive housing system by strategically braiding health care, social services, employment opportunities, and other funding and programs with housing development.
- Strategically aligns regional resources by developing and maintaining strong partnerships with City and County partners, other government agencies, service providers and affordable housing developers.
- Represents the Property Operations Department with local, state and federal agencies as well as non-profit organizations, on issues related to affordable housing, supportive housing and homelessness.
- Will participate in the development and coordination of communication strategies related to supportive housing and homelessness. May be asked to represent the agency on a number of homeless and PSH related committees.
- Establishes a culture and policies that support ongoing data collection, data integration and evaluation.
- Primary contact in addition to the Director for the day-to-day/routine operations of the portfolio with the third-party management leadership.
- Participate in reasonable accommodation committee reviews and meetings.
- Perform monthly site walks/inspections at each community.
- Assist in reviewing and managing financial performance against budget and preparing summary on monthly basis. Participate in annual operating budget review.
- Act as the liaison with the HPD team and track HQS inspections and any fails on a weekly basis. Monitor potential rent abatement and track landlord fails/third party management responsibility of abatement as applicable. Ensure the referrals of resident fails are referred to social services through to completion.
- Manage rent increase tracker on monthly basis.
- Track the findings and follow up regarding file audits on a weekly basis to ensure they are corrected within 30 days. Issue written follow up to third party management for corrections at day 10 and 20 to achieve the 30-day deadline.
- Monitor the recertification process and status from third party management in Yardi on a weekly basis.
- Evaluate the cost of turnover and make ready status/completion time for the portfolio on an ongoing basis identifying opportunities for improvement including, but not

limited to; quality, expense control, benefits to in house vs. vendor, rent loss, etc. considering alternatives.

- Audit the AR reporting weekly as of the 6th of the month comparing week over week data and comments for accuracy, timely submission of files to legal as applicable, past due balances/write offs completed quarterly once approved, and monitor the payment plans in Yardi. In addition, ensure HAP payments are timely and accurate.
- Manage the annual inspection to be completed by the third-party management monitoring the progress and results of these inspections ensuring all life / safety items are addressed in a timely manner, identify items for future budgets, ensure a service request is completed for each area of concern and track through to completion.
- Coordinates with onsite case management to ensure that supportive services for residents are accessible and effective.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices including goal setting, program development, implementation, and evaluation of staff.
- Principles of effective employee supervision and motivation.
- Project and/or program management, analytical processes, and report preparation techniques; organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Research and reporting methods, techniques, and procedures.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned program(s).
- Methods and practices used in housing assistance and/or social service programs.
- Applicable laws and regulations including those related to fair housing, local housing codes, and guidelines enforced by the Department of Housing and Urban Development.
- Policies, technical processes, and procedures related to the Housing Authority.
- Methods used to conduct housing inspections; specific property conditions that have the potential to endanger the health and safety of occupants.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles and practices of organizational leadership, public administration, including personnel management and budgeting.
- Federal, State and local community development programs and private resources available for relocation, rehabilitation, redevelopment and/or new construction.

- Strategies and best practices to fund and deliver effective health and social services in supportive housing settings, including best practices, principles and funding strategies for services to homeless persons.
- Planning and problem-solving methods.
- Successful methods and practices for effective team building and consensus building.
- Principles and techniques of analysis and organizational design are necessary to formulate, implement and monitor service delivery policies and procedures.
- Excellent interpersonal and communication (written/verbal) skills are essential, including techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Housing Authority staff.

Ability to:

- Supervise, motivate, and direct staff.
- Analyze and apply trends in the field of affordable and supportive housing, homelessness, health care and social services.
- Plan, motivate, supervise, train and evaluate the work of staff; coach and mentor staff and conduct succession planning activities; and Supervise staff engaged in research, analysis and evaluation of data.
- Develop and implement strategies suited for clients in specialized program areas.
- Work with staff to conduct effective public relations, outreach and information programs.
- Evaluate emergency situations and respond decisively and effectively.
- Demonstrates a practice of respectful communication, authentic collaboration, innovation and transparency.
- Negotiate effective solutions that balance different interests and is able to prioritize the needs of people experiencing homelessness while responding to concerns of the community at-large.
- Thrive in an extremely dynamic, fast-paced and high-profile workplace and can effectively manage multiple high priority projects at the same time.
- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Effectively administer a variety of programs and administrative activities.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Coordinate and oversee programmatic administrative, and compliance reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative; Solve complex problems and exercise sound judgment under pressure.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from executive staff with minimal direction.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations as well as applicable Housing Authority policies and procedures.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Use initiative and exercise independent judgment.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- 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:

Equivalent to graduation from an accredited four-year college or university with major coursework in social work, sociology, urban studies, public administration, or a related field; and four (4) years of progressively responsible experience in multi-unit housing property management; experience with the Housing Choice Voucher (Section 8) program, Low Income Tax Credits (LIHTC), and program management experience in this area is preferred. Experience must include at least two (2) years of supervisory experience; three (3) or more years is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment. Must be able to be insured under AHA's owned automobile insurance policy.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, and to visit various Housing Authority and meeting sites; 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, typewriter 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 25 pounds.

ENVIRONMENTAL ELEMENTS

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.