

HOUSING AUTHORITY OPERATIONS SUPERVISORDEFINITION

Under direction of the Housing Authority Coordinator, supervises, trains and evaluates assigned staff and directs the day to day operations of the Santa Ana Housing Authority's Section 8 Rental Assistance Program within a culturally diverse community.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Participates in selection process and trains and supervises staff in Housing Authority procedures and in the use of automated housing information systems. Maintains a current working knowledge of changes in federal, state and local housing regulations and trains and responds to staff as appropriate, to implement these changes. Monitors Housing Authority practices to ensure full compliance with federal regulations and guidelines. Analyzes and resolves problems and conflicts arising from work in progress; recommends changes in work assignments, procedures and priorities to expedite and improve efficiency of workflow. Assists in development and implementation of Housing Authority goals/objectives and work standards; motivates employees to achieve stated objectives. Ensures that staff receives training in principles of total quality service and that they have access to other city sponsored training programs. Answers and helps resolve landlord/tenant complaints and provides written response to federal, state, and local inquiries. Assists with preparation and revision of Administrative Plan and Equal Opportunity Plan. Assists in preparation of Housing Authority budget; tracks monthly expenditures; compiles data, writes reports and makes recommendations. Attends offsite meetings and performs monitoring inspections. Acts in absence of Housing Authority Coordinator. Performs other duties as required.

DISTINGUISHING FEATURES OF THE CLASS

This is the single position first line supervisory class in the Housing Authority job series. Reporting to the Housing Authority Coordinator, the incumbent oversees daily operations of the Housing Authority and provides full supervision to assigned staff in the Section 8 Rental Assistance program. Knowledge of federal regulations and housing authority procedures is important, but supervisory skill is the key to effective performance in this position. This class differs from the Housing Authority Coordinator in that the latter is responsible for planning and implementing all Housing Authority programs. This class differs from the next lower (advanced journey level) class of Senior Housing Specialist in that while the latter may train and perform in a lead capacity, it does not carry full supervisory responsibility.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and experience equivalent to graduation from an accredited four year college or university with major coursework in business administration, political science or related field, and a minimum of three years of increasingly responsible professional experience in a Section 8 Rental Assistance Program, including two years in a supervisory or lead capacity, OR any combination of training and experience which provides the following knowledge, skills and abilities:

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Thorough Knowledge of: objectives and practices of government sponsored housing assistance programs; federal, state and local regulations as they relate to Section 8 Rental Assistance and housing regulations.

Knowledge of: principles and practices of supervision, staff training/development and Total Quality Service; techniques of monitoring fiscal status and program compliance; government finance, budgeting and accounting; research methods; computer applications in Housing Authority operations.

Ability to: effectively train, supervise and evaluate assigned staff; analyze and interpret applicable regulations; effectively monitor program compliance; assist with preparation and monitoring of budget; communicate clearly and concisely orally and in writing; resolve complaints of landlords and/or tenants; establish effective working relationships with city employees, program participants, members of other agencies, civic organizations and the public, in a culturally diverse community environment.

SPECIAL REQUIREMENTS

Must possess and retain a valid California Class C Driver's License as a condition of employment.

SPECIAL WORKING CONDITIONS

Willingness and ability to work irregular hours, including evenings and weekends as needed.

DESIRABLE CHARACTERISTICS

The successful performer is a well-organized, knowledgeable professional who takes pride in the quality performance of Santa Ana's Rental Assistance programs. An energetic team builder and positive motivator, this individual is an excellent supervisor who has good judgement and strong interpersonal skills. The Housing Authority Operations Supervisor is a good listener, and is adept at handling landlord/tenant complaints with sensitivity in a culturally diverse community.

Class title established per Council Resolution No. 98-018,
effective 7-1-98

Reviewed: 09/03, 08/08

ADA approved: 09/03, 08/08