

City of Salem
JOB DESCRIPTION

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| CLASS. TITLE: | Housing Services Supervisor | CLASS. CODE: 0159 |
| DEPARTMENT: | Community Services | FLSA: E |
| REPORTS TO: | Housing Administrator | DATE: 7/1/2002 |

Job Summary:

Provides general administration of a program area within the Housing Authority. Supervises professional, technical and clerical staff providing services to applicants, program participants and owners and ensures operations are in compliance within State and Federal laws, HUD regulations and Housing Authority policy.

Essential Job Functions

(All functions may not be performed by all incumbents.)

1. Furthers the development and implementation of tenant-based housing programs.
2. Ensures programs comply with federal regulations; interprets and implements regulations developed by the Department of Housing Urban Development (HUD), Federal laws, American with Disabilities Act (ADA), and Salem Housing Authority (SHA) policies.
3. Acts as technical advisor, trainer and compliance officer for all programs administered by the Authority.
4. Develops annual tenant and project-based department plans including leasing schedules, staffing, and other department plans.
5. Formulates Department policies, implements procedures and evaluates the outcome of programs; ensures all policies and procedures and enforcement of all programs are applied consistently within laws and regulations.
6. Represents the SHA at court hearings and trials, grievance hearings, and settlement conferences; prepares eviction notices and files for court action.
7. Analyzes assistance needs of families, and makes recommendations for future programs and program funding.
8. Ensures all staff members receive and understand HUD regulation, federal, state and local laws, and all applicable administrative policies.
9. Ensures rent and maintenance charges are collected in accordance with lease agreement and tenant/landlord law, and correct payment standards are applied for Housing Choice Voucher Program, and the City HOME TBA and Security Deposit Programs.
10. Ensures vacancies are filled with qualified, eligible applicants; analyzes reasons for vacancies.
11. Monitors and ensures that all units meet Housing Quality Standards and other inspection requirements set by HUD, and that property appearance and housekeeping standards are upheld. Ensures fire and safety hazards are addressed.
12. Ensures safety habits of staff and residents are practiced; provides ongoing safety education program and distribution of informational materials.
13. Develops, modifies and implements SHA program administrative plans and statements of policies. Provides analysis and recommendations in achieving agency goals.
14. Ensures a high level of communication between SHA, and residents and the community; provides clear information of SHA expectations to build trust and confidence in SHA through resident meetings, newsletters, notices, handbooks, fliers, drug education and prevention programs and other agency resources.

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15. Supervises staff, determines staffing and training needs, ensures adequate coverage and caseload distribution and develops staff work schedules. Monitors and approves staff leave, timesheets, mileage claims and purchases. Completes performance evaluations, determines merit increases and disciplinary actions, demotions and terminations as necessary. Determines organizational structure; interviews, hires and trains personnel; conducts regular staff meetings.
16. Ensures the accurate and timely preparation of reports, correspondence, studies, and proposals; prepares semi-monthly, monthly, Board, statistical and all other required reports, or as requested by Housing Administrator or Executive Director. Ensures market studies are conducted and analyzed and findings are reported as required. Negotiates contract renewals.
17. Assists in budget preparation, ensures budget accurately reflects program/department needs, monitors budget status, analyzes trends or changes requiring budget revision.
18. Implements and monitors computer software programs for various applications within the agency. Evaluates available software for use in administration and the feasibility of software. Oversees staff training of computers and software usage.
19. Performs public relations activities for tenant-based programs; develops and maintains good working relationships with officials from HUD, City/County personnel, management staff from other housing authorities, and human service agencies. Attends and represents SHA at meetings, presentations, committees and councils. Handles calls or visits from irate program participants, owners and members of the general public to diffuse conflicts.

Important Job Functions

1. Develops and implements cooperation with Police, SCF to gain and share information on drug, gang and criminal activity.
2. Attends meetings and various training seminars and conferences as required.
3. Performs other duties as required by Housing Administrator.

MATERIAL AND EQUIPMENT USED:

- Desktop computer
- Calculator
- Miscellaneous office automation equipment, i.e. – fax, phone, copier, etc.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree from an accredited college or university in public administration or a related field; and,

Four to five (4-5) years of experience in a related field; or,

Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

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License(s) and Certification(s):

- Public Housing Manager's Certification or the ability to obtain within probationary period.
- Valid Oregon Drivers License.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Contemporary office practices and procedures and basic office software products.
- Federally assisted housing program requirements and policies and Federal and State laws and regulations relating to tenant/landlord rights and responsibilities.
- Human relations and its applications to low income and elderly families.
- Community resources available to low income and elderly families or the ability to obtain such knowledge.
- Marketing strategies and advertising.
- Administrative practices, policies and procedures.

Ability to:

- Interpret, analyze, disseminate and implement federal, state and local programs, guidelines, laws and regulations.
- Develop and maintain interpersonal relationships.
- Negotiate and perform conflict resolution.
- Diffuse tense situations with irate individuals.
- Communicate effectively verbally and in writing to a wide range of individuals.
- Speak and present effectively in front of large groups.
- Work independently and make decisions with minimal supervision.
- Comprehend and apply concepts for enhancement and efficiency of department and general operations.
- Motivate and inspire teamwork throughout the agency.
- Establish and maintain effective working relationships with individuals, coworkers, other agencies and the public.
- Identify maintenance and structural defects in housing units and safety issues.
- Organize and systemize department procedures.
- Maintain required work hours and attendance.

Physically able to:

- Sit, keyboard, write, hear and speak for extended periods.
- Stand occasionally for extended periods.
- Bend, kneel, stoop or climb.
- Lift up to 20 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.