



HOUSING SPECIALIST I/II (1 Year LTD)

DEFINITION

Under general supervision, the Housing Specialist I/II performs a variety of technical and administrative duties in support of the City's affordable housing, rent stabilization, and anti-displacement programs. The position supports the development, implementation, and monitoring of housing policies, programs, and projects; provides information and assistance to residents, property owners, tenants, landlords, and developers; and supports the City's efforts to increase, preserve, and manage affordable housing and to ensure compliance with local, state and federal housing regulations.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Housing and Economic Development Manager. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS

Housing Specialist I:

This is the entry-level classification in the Housing Specialist series, learning to perform the full range of duties under close supervision.

Housing Specialist II:

This is the journey-level classification in the Housing Specialist series, expected to perform the full range of duties with minimal supervision. Incumbents are appointed to and/or progress to this level, from Housing Specialist I, as they demonstrate program and operational knowledge and the ability to analyze complex situations that deviate from the normal operation, and with the assistance from general policies, develop and implement solutions.

Positions in the Housing Specialist class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

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. Some duties may be performed by positions at the entry (I) level in a learning capacity.

- Assist in the administration and monitoring of affordable housing programs, including deed-restricted units, inclusionary housing, and rental assistance.
- Provide information and assistance to tenants, landlords, and the public regarding housing programs, tenant protections, and city housing policies.
- Conduct public outreach, community meetings, and educational activities to promote housing resources and services.
- Execute a communications strategy to increase transparency with the public, including website updates, newsletters, and email campaigns.

- Maintain accurate records and prepare reports related to housing activities and program outcomes.
- Support the implementation of city housing policies, including rent stabilization, just cause eviction, and below-market-rate housing programs.
- Coordinate with other city departments, non-profit partners, and regional agencies on housing initiatives.
- Respond to inquiries and complaints from residents, property owners, tenants, landlords, and developers related to housing issues, programs, policies and resources and provide appropriate referrals.
- Support the implementation and ongoing administration of the citywide rent registry, including coordination with service providers.
- Provide technical assistance to participants and/or landlords regarding their obligation under the rental assistance program and applicable ordinances.
- Initiate appropriate sanctions against program participants and/or landlords for violation of program requirements.
- Ensure language access by arranging translation or interpretation services when needed; proficiency in Spanish is an added benefit.
- Monitor compliance with local, state, and federal housing regulations, including annual reporting and file audits.
- Coordinate with local non-profits, agencies, and regional patterns on housing initiatives and service delivery.
- Prepare and present staff reports, correspondence, and informational materials for the Rent Stabilization Board activities and City Council.
- Assist with the negotiating and monitoring of contracts, tracking and processing of invoices, requesting timely reports from vendors, and summarizing program outcomes for City Council.
- Maintain accurate records and files of assigned projects and cases; monitor funds expended prepare a variety of periodic and special reports related to grant, loan and City-sponsored programs and projects; may provide input into annual budget requests and assist with monitoring the budget.
- Develop, implement and maintain physical and digital filing systems for contract, invoices, tenant qualification, and related paperwork.
- Create and manage tracking systems for inclusionary housing projects, below-market rate units, and other housing programs.
- Assist with researching and securing new sources of regional, state and federal funding for housing programs, including but not limited to homelessness, housing preservation, first-time homebuyer, and more.
- Assist in the coordination of special housing projects.
- Assist in the development and implementation of housing loan programs.
- Assist in calculating maximum allowable rents and sale prices of affordable housing units
- Assist in maintaining an affordable housing seeker list.
- Resolve conflicts between clients and contractors as needed.
- Attend City Council Meetings, Planning Commission meetings, and Rent Stabilization Board meetings as necessary.
- Perform related duties and responsibilities as assigned.

JOB-RELATED QUALIFICATIONS

Some knowledge, skills, and abilities may be demonstrated by positions at the entry (I) level in a learning capacity:

Knowledge of:

- Analytical and report preparation methods and techniques.
- Computer applications related to the work.
- Techniques for effectively dealing with people from various socio-economic, ethnic and age groups.
- Standard office practices and procedures, including the use of standard office equipment.
- Basic housing, real property development and real estate financing concepts, laws and techniques.
- Knowledge of affordable housing programs, tenant/landlord law, and local housing policies.
- Ability to interpret and apply housing regulations and program guidelines.
- Strong communication, organizational, and customer service skills.
- Experience with data entry, recordkeeping, and report preparation.
- Bilingual skills (Spanish/English) desirable.

- Federal, state and local laws, rules and regulations relating to subsidized low-income housing and assistance programs.
- Community resource availability.
- Subsidized low-income services.
- Modern office practices and procedures.
- Budgetary principles and practices
- Methods and principles of grant application procedures and practices.
- Current trends and developments in the area of housing.
- Housing markets, real estate practices, housing law and related land use principles and policies.
- Methods and principles of financing housing construction and rehabilitation.
- Methods and techniques or research, statistical analysis and report presentation.
- All computer applications and hardware related to performance of the essential functions of the job.
- Recordkeeping, report preparation, filing methods and records management/retention techniques.

Ability to:

- Preparing clear and concise reports, correspondence and other written materials.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Analyzing and resolving administrative situations and problems.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Communicating clearly and effectively, both orally and in writing.
- Preparing grant applications per established procedures.
- Coordinating the services and enlisting the support of other department/divisions with the City and other governmental agencies.
- Bilingual skills would be desirable.
- Analyze, interpret, apply and explain various laws, rules, codes and regulations related to housing, economic and/or community development, including grant and loan administration.
- Research and analyze technical and statistical data, evaluate alternatives and make sound recommendations.
- Quickly learn the laws, rules and regulations and procedures related to the work.
- Maintain accurate records and files.
- Coordinate multiple projects and meet critical deadlines.
- Represent the City effectively in meetings with others.
- Establish and maintain effective working relationships with a variety of individuals.
- Monitor annual activities and ensure timely completion.
- Write clear, concise and accurate reports, correspondence and written materials.
- Speak effectively before groups.
- Analyze situations effectively and adopt or recommend appropriate course of action.
- Define problems, collect data, establish facts and draw valid conclusions.
- Promote teamwork among colleagues.
- Perform the essential functions of the classification.
- Ability to pass a comprehensive background investigation, DOJ/FBI fingerprint clearance, and drug screening examination.

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 a four-year college or university with major coursework in public or business administration, finance, economics, political science, or a field related to the work. Experience in housing program or community development staff support may be substituted for the education on a year for year basis to a minimum of two years.

Housing Specialist I: One year of administrative support experience, preferably in a setting that provides a knowledge of housing and/or community development concepts and terminology.

Housing Specialist II: In addition to the above, two years of increasingly responsible experience in administering housing and/or community development programs and projects at a level equivalent to the City's class of Housing Specialist I.

Licenses and Certifications:

- The ability to convey oneself to and from geographical locations frequently and timely.
- If operating City vehicle, possession of, or ability to obtain, a valid California Driver's License (Class C) and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, rough terrains, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.