

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Housing and Neighborhood Services Manager	Job Family: 2
General Classification: Management	Job Grade: 43

Definition: To plan, organize, oversee, direct, and coordinate the staff, functions, and activities of the City's Housing and Neighborhood Services Division (Division), which includes Affordable Housing Programs, including the Below-Market-Rate (BMR), Neighborhood Programs, including the Council Neighborhoods Committee, the Federal and State Housing and Community Development Block Grant (CDBG) and HOME Investment Partnerships Program (HOME), and policy/program analysis and development, Tenant/Landlord programs, and oversight of the Community Stabilization and Fair Rent Act (CSFRA); and to provide complex and responsible support to the Assistant Community Development Director in areas of expertise.

Distinguishing Characteristics: This is a management classification responsible for planning, organizing, and managing the staff, operations, and activities of the Division, which includes short-term, mid-term, and long-term approaches to maintain and expand the supply of affordable housing in the City, neighborhood services, and related housing policy/program analysis and development. Receives general direction from the Assistant Community Development Director and Assistant City Manager/Community Development Director. Exercises direct supervision over assigned management, professional, technical, and clerical personnel.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Plan, organize, direct, and evaluate the daily functions, operations, and activities of the City's Housing and Neighborhoods Division, including providing a variety of housing services and assistance to the community; ensure compliance with Federal, State, and local housing regulations; direct the implementation and administration of Citywide policies and programs related to affordable housing development, rehabilitation, leading the analysis and development of policies and programs, and rent stabilization, including affordable housing project development and financing and homeless housing strategy.
2. Facilitate development of affordable housing projects, including new construction and acquisition/preservation projects, including development of timelines, managing consultants, negotiation with developers, directing and performing research, and coordination with staff Citywide.

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3. Research and secure new sources of Federal, State, regional, philanthropic, and private funding and grants for the City's subsidized housing and other housing or neighborhood projects.
4. Prepare and present written and oral reports to committees, commissions, the City Council, and other public agencies or parties regarding housing or neighborhood projects.
5. Manage and oversee public outreach, including, but not limited to, establishing schedules and deadlines, developing presentations, working with consultants, and developing processes and timelines.
6. Oversee staff administration of the City's CDBG and HOME programs, including funding for public services, civic improvements, and rehabilitation of subsidized housing projects; overseeing development of Consolidated Plan, Annual Action Plan, Fair Housing Plan, Consolidated Annual Performance and Evaluation Report (CAPER), annual Notice of Funding Availability (NOFA) process, and other related regulatory reporting requirements.
7. Oversee staff administration of the City's BMR inclusionary housing program, including marketing new units, collection of in-lieu fees, contracts; interpret BMR ordinances and guidelines; work with staff to develop and implement procedures; and provide oversight of any external BMR administrators hired to administer the program.
8. Manage staffing of the Council Neighborhoods Committee and allocate support required for Neighborhood Meetings, Neighborhood Grant Program, and policy issues addressed by the Council Neighborhoods Committee.
9. Direct and participate in the development and implementation of Division goals, objectives, policies, and priorities for the Division; recommend within Division policy, appropriate service and staffing levels; and recommend and administer policies and procedures.
10. Develop, administer, and oversee the Division budget; determine funding needed for staffing, equipment, materials, and supplies; and ensure compliance with budget funding.
11. Develop and standardize procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs and service delivery methods and procedures; assess and monitor workload, administrative, and

support systems, and internal reporting relationships; identify opportunities and make recommendations for improvement.

12. Supervise and train assigned Division staff; communicate to staff department and City objectives; prepare and administer performance evaluations; and recommend selection of staff.
13. Establish and maintain liaison with various neighborhood associations, property owners, developers, and general public to promote and facilitate the planning and execution of Housing and Neighborhood activities and projects.
14. Assist in the development of the City's Housing Element and other planning reports.
15. Initiate database and file management strategies and systems for the Division; oversee ongoing maintenance of systems.
16. Work collaboratively with all City departments on interdepartmental issues; provide assistance to the Assistant Community Development Director and Assistant City Manager/Community Development Director in the department's administration.
17. Negotiate and administer contracts and other related documents between the department and consultants, contractors, and developers.
18. Monitor current regulations and changes in codes and legislation; analyze potential impacts to City policy or programs.
19. Supervise staff and work of the CSFRA, Tenant Relocation Assistance Ordinance (TRAO), and mediation programs.
20. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Administrative principles and practices, including goal setting, program development, implementation, evaluation, project management, and policy/program analysis and development; applicable Federal, State, and local laws impacting housing and community development; principles and practices of budget and personnel management; economics of real estate, housing, and community development; underwriting and subsidy layering for affordable housing and

homebuyer programs; general construction for housing rehabilitation programs; property management and monitoring practices; principles of CDBG and HOME and Low-Income Tax Credits; recent and ongoing developments, current literature, and sources of information related to the operations of the Division; grant application procedures and practices; techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff; the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar; principles of supervision; modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software applications relevant to work performed.

Ability to: Oversee, develop, manage, and implement complex housing and community development programs and projects of highest quality; interpret, apply, and explain laws, codes, policies, and procedures; supervise, train, and evaluate management, professional, technical, and clerical staff; plan and direct the operations of complex programs; identify grant opportunities; assume management and administrative responsibility for highly diverse staff and functions in the department; make effective presentations; independently organize work, set priorities, meet critical deadlines, and follow up on assignments; effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks; communicate clearly and concisely, both orally and in writing, using appropriate grammar and syntax; use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines; and establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Five years of progressively responsible professional experience in CDBG or HOME programs, affordable housing project management, policy, urban planning, or tenant-landlord programs, including at least three years of increasingly responsible project/program management functions. CDBG management and staff supervision experience is highly desirable. A bachelor's degree in public policy, public administration, political science, economics, urban planning, or a closely related field is required.

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Required Licenses or Certificates: Possession of or ability to obtain a valid California Driver License.

Established: February 2000

Revised: February 2021

HRD/CLASS SPECS

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