ASSISTANT HOUSING MANAGER

DEFINITION
Under general supervision, participates in and supervises the work activities of staff engaged in the administration of the Section 8 Housing Assistance Program.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Supervises housing program staff in the administration of the section 8 housing assistance program;
- Oversees the inspection of properties, interviewing of applicants, case management and clerical activities;
- Explains and provides housing program information to tenants and owners;
- Reviews staff assignments and contract amendment forms for accuracy and completeness;
- Provides staff with assistance and counseling with difficult clients;
- Advises staff on cases involving fraud, eligibility and re-certification;
- Researches current and proposed guidelines for the housing program;
- Recommends changes to policies and procedures for compliance;
- Responds to and resolves owner and program participant complaints regarding services of the housing program;
- Prepare, review and maintain activity reports; monitors request for supplies;
- Assists in the evaluation of performance for assigned staff;
- Provides training and updates on the housing program computer software.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of Section 8 Housing Assistance Program practices and principles, supervision principles, public and rental housing standards, regulations and guidelines, and quality conflict resolution techniques and methods;
- Skilled in assisting and counseling staff on caseloads, supervising work of assigned staff, providing and following oral and written instructions and in establishing and maintaining productive working relationship, explaining policies and procedures that are compliant with HUD standards;
- Ability to effectively communicate verbally and in writing and to perform essential duties with minimum supervision, train staff on assignments and to provide clear detail of expectations of program;
- Proficient in the use of a personal computer and other electronic devices to include MS Office Suite and other industry related software packages.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking and bending. Incumbents may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS
Associates Degree in Grant Management, Public Administration or closely related field AND three (3) years of progressive responsible experience managing large/multiple caseloads in housing, or social services programs and grant management. OR an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Driver's License.