

## EXHIBIT A



### **CLASS SPECIFICATION**

**CLASS TITLE:** Rental Assistance Program Supervisor

**DEFINITION:**

Under general direction, plans, schedules, assigns, and reviews the work of staff assigned to rental assistance programs, including case management, eligibility determination, and other technical and program support functions; ensures effective program administration and compliance with all applicable federal, State, local, and program regulations, policies, procedures, and requirements; represents the program externally within the City, community, regulatory agencies, and the public; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS:**

This is a full supervisory-level class that is responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff assigned to United States Department of Housing and Urban Development (HUD) rental assistance programs. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent is responsible for providing professional-level support to the Housing Manager in a variety of areas. This class is distinguished from the Housing Manager in that the latter has overall responsibility and oversight of all Housing Division programs and services.

**EXAMPLES OF DUTIES:**

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

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors activities of the work unit; recommends improvements and modifications and prepares various reports on program activities and projects; develops and implements goals, objectives, policies, procedures, work standards, and administrative control systems for assigned rental assistance programs.
- Determines and recommends staffing needs for assigned activities and projects; participates in budget projections; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Supervises program eligibility and annual recertification processes and other case management functions, including income verification, waiting list updates, applicant briefings, and housing assistance contract preparation; reviews work and conducts periodic quality control audits to ensure work is performed accurately and in compliance with applicable regulations, policies, and procedures; develops program improvements recommendations based on evaluations.

- Coordinates housing assistance payment disbursements with the Finance Department; identifies and resolves problems as necessary.
- Coordinates and presents findings at informal hearings and reviews; applies appropriate practices and techniques in conducting investigations and documenting findings for use in administrative proceedings; reviews preliminary investigations performed by staff and refers cases of suspected program violation or fraud, when warranted, to appropriate authorities for further action.
- Works with outside agencies to administer assigned programs; participates on a variety of committees and represents the City to a variety of community, government, and regulatory agencies and stakeholder groups; provides professional and technical expertise to the community.
- Researches, compiles, analyzes, and organizes information and data from various sources on a variety of specialized topics for Housing Authority Board and HUD reports, housing surveys, audits, and other financial and staff reports; maintains HUD mandated systems and information systems; makes presentations as necessary.
- Responds to escalated client, resident, and/or landlord questions, concerns, complaints, and issues; explains program requirements, operations, and procedures.
- Monitors and evaluates detailed records for affordable housing properties to verify landlords are properly following all applicable policies and procedures; collects and maintains current information on landlords and properties.
- Stays current on the status of new and pending regulatory legislation related to housing programs; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Develops and maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Performs related duties as assigned.

### **QUALIFICATIONS:**

#### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures;
- Administrative regulations, policies, and procedures governing rental assistance programs; eligibility, recertification, and case management practices and procedures;
- Applicable Federal, State, and local laws, codes, regulations, and departmental policies, technical processes, and procedures;
- Research, statistical, analytical, and reporting methods, techniques, and procedures;
- Principles and practices of data collection and report preparation;
- Modern office practices, methods, and computer equipment and applications;
- Principles of business letter writing and record-keeping;
- English usage, spelling, vocabulary, grammar, and punctuation;
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned program areas;
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff;
- Plan, develop, implement, and evaluate a comprehensive rental assistance program with emphasis on providing timely and efficient customer services;
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner;
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials;
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations;
- Effectively represent the City in administrative hearings and meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals;
- Compose correspondence and reports independently or from brief instructions;
- Make accurate arithmetic, financial, and statistical computations;
- Operate modern office equipment, including computer equipment and software application programs;
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner;
- Organize own work, set priorities, and meet critical time deadlines;
- Use English effectively to communicate in person, over the telephone, and in writing;
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines;
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge, skills, and abilities would be:

Possession of a bachelor's degree from an accredited college or university with academic course work in planning, social work, business administration, public administration, or closely related field.

Two (2) years of progressively responsible experience in administration of housing programs, including one (1) year of supervisory experience.

Special Requirements:

Possession at time of hire and continued maintenance of a valid California Class C driver's license is required. Independent travel and attendance at meetings outside the normal working hours may be required.

Employment Type: Full-Time Classified

Bargaining Unit: AMP

FLSA Status: Exempt

Established: September 7, 2010

Amended: July 16, 2019

Class Code: 50433

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