

**CLASS SPECIFICATION**  
**Asset Management Program Manager**  
**Code Number: \_\_\_\_\_**

**GENERAL PURPOSE**

Under policy direction, plans, organizes, manages and directs the work of staff and contractors engaged in the construction, maintenance, repair and property management of Commission- and privately-owned housing and facilities, and the implementation of public housing programs and programs to promote and enhance client economic self-sufficiency; provides expert professional assistance to Commission's governing board, executives, management and staff on housing construction, maintenance, property management and related matters; coordinates, oversees and monitors contract services for security services, alarm services, janitorial services, and the maintenance and repair of the Commission's office buildings and related facilities and systems; administers the security alarm system for electronic access to facilities; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single-position class is responsible for managing and integrating programs, staff and contractors engaged in the construction, maintenance and repair of Commission- and privately-owned housing. The incumbent is also responsible for property maintenance of all Commission facilities and sites, and for public housing programs to promote and enhance client economic self-sufficiency of residents; identifying developing and administering housing construction grants, in addition to advising the Commission, executives and staff on matters related to the construction and maintenance of housing. The incumbent serves as facilities manager for the Commission's administrative and office facilities, planning, coordinating and reviewing the work of contractors providing janitorial, maintenance, security and alarm services. Assignments are broad in scope and require the application of seasoned, expert professional judgment in their execution.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Plans, organizes, controls, integrates and evaluates the work of the Asset Management Department including the work of the Resident Services and Property Management sections; with staff, develops, implements and monitors long-term plans, goals and objectives focused on achieving the section's mission and assigned priorities; supervises and participates in development of and monitors performance against the annual section budget; manages, directs and participates in the

development, implementation and evaluation of plans, policies, processes, systems and procedures to achieve annual goals, objectives and work standards; with staff, establishes activity measures and measurements of accountability for the section; prepares board reports and makes presentations before the Housing Commission and Housing Authority.

Plans and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; within Commission policy, provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with Commission personnel policies and Memoranda of Understanding.

Provides day-to-day leadership and works with supervisors and staff to ensure a high-performance, customer service-oriented work environment that supports achieving the section's and the Commission's mission, objectives and Core Values.

Develops and directs the implementation of goals, objectives, policies and standards for the Asset Management Department; provides expert, professional advice to the Commission, executives, managers and others on matters related to housing construction, maintenance and property management.

Forecasts, analyzes and prepares physical improvement budgets for Commission-owned housing.

Directs, manages and reviews the work of Commission personnel and contractors engaged in the maintenance and repair of Commission-owned housing.

Directs, manages and reviews the work of specialists responsible for coordinating and inspecting the work of architects, engineers, contractors, and others engaged in the construction and maintenance of Commission- and privately-owned multiple- and single-family housing.

Monitors developments related to the construction and maintenance of multiple- and single-family housing and evaluates their impact on Commission operations and programs; recommends policy and procedural improvements.

Develops and implements policies and procedures for section programs and operations.

Researches and develops grant applications for the construction, maintenance and property management of Commission- and privately-owned housing and for resident services activities; administers housing construction and resident services grants.

Implements and administers comprehensive resident services and property management programs, policies, guidelines and procedures; directs and oversees the section's public housing client case management functions, including eligibility determinations, annual re-certifications, interim adjustments, client program transfer/move processes and related processes, to ensure full compliance with all applicable program and regulatory requirements, quality customer service delivery and completion of a high volume of work accurately and rapidly to meet stringent

processing and notification requirements; directs the establishment of and monitors audit and quality control procedures to ensure cases of program violation or fraud are identified and resolved in accordance with funding source requirements.

Directs, manages and oversees the section's public housing property management and tenant relations functions, ensuring that residency occupancy rate, rent collection and property maintenance, repair and rehabilitation goals, objectives and funding source performance targets are met; ensures the consistent, fair and unbiased enforcement of tenancy and lease provisions, including those relating to disruptive behavior and on-site criminal activity; assesses and ensures appropriate processes and procedures for responding to tenant and facilities emergencies and crises.

Directs, manages and participates in the design, development, coordination, monitoring and evaluation of client economic self-sufficiency, upward mobility, educational, diversionary and/or preventative programs and supportive services; advises on and may participate actively in the formation, nurturing and maintenance of first-time, innovative, multi-disciplinary and multi-agency collaborations to design and deliver programs and services; oversees the design, development and administration of Learning Opportunity Centers; oversees and directs community outreach and marketing activities; oversees, monitors and evaluates the section's counseling and case management services for multiple client groups.

Directs, manages and participates in the design and development of funding proposals to continue and enhance services to clients; plays an active role, when warranted, in the design of new, innovative program strategies and delivery vehicles and in the formation of grant collaborations with other governmental and community agencies vital to program success; develops criteria and monitors the effectiveness of programs for adherence with contract terms and achievement of planned program/client outcomes; ensures conformance with program budgets and founding source reporting requirements.

Coordinates, oversees and reviews the work of contractors providing security, janitorial and alarm services and the maintenance and repair of Commission offices and facilities.

Administers the security alarm system for electronic access to office facilities.

## **OTHER DUTIES**

Maintains the current office floor plan on the Commission's architectural software.

Performs specialized and complex special projects and studies as assigned; prepares reports and correspondence associated with such projects and studies; makes presentations to management, the Commission and other agencies and organizations.

Serves as a member of the Commission's threat assessment and crisis response team.

## DESIRED MINIMUM QUALIFICATIONS

### **Knowledge of:**

Principles, practices and methods involved in the construction, maintenance and repair of multiple and single family housing, property management and resident services programs; federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility; Commission operations and functions; principles and practices of public administration, including budgeting, purchasing and maintenance of public records; research methods and statistical and financial analysis techniques; organization and functions of a public board; principles and practices of effective management and supervision; the Commission's administrative regulations, personnel policies and Memoranda of Understanding.

### **Ability to:**

Analyze and make sound recommendations on complex housing construction, maintenance and property management issues and problems; plan and direct a variety of programs and activities; evaluate housing construction, maintenance and resident services programs and make recommendations for improvement; perform difficult and complex analyses and research, evaluate alternatives and develop sound conclusions and recommendations; understand, interpret, explain and apply Commission, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility; present proposals and recommendations clearly, logically and persuasively in public meetings; represent the Commission effectively on a variety of issues; prepare clear, concise and comprehensive reports, studies and other written materials; exercise sound, expert independent judgment within general policy guidelines; establish and maintain effective working relationships with all levels of Commission management, contractors, officials of other governmental agencies, employees and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in business administration, public administration, or a closely related field; and at least eight years of progressively responsible building construction-related experience, or experience in property management or resident services programs, at least three of which were in a supervisory or management capacity; or an equivalent combination of training and experience. Experience in a governmental setting is preferred.

### **Certificates; Licenses; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the Commission's vehicle insurance policy. A Public Housing Management certificate is required within (1) one year of hire.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand and to regularly lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines and interact with Commission management, staff, contractors, officials of other governmental agencies and the public.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions.