

**CITY OF GLENDALE**

<b>TITLE</b>	<b>Housing Supervisor</b>	<b>CLASS CODE:</b>	<b>486</b>
<b>REPORTS TO:</b>	<b>Housing Administrator</b>	<b>GRADE:</b>	<b>28</b>
<b>DEPARTMENT:</b>	<b>Neighborhood Partnership</b>	<b>FLSA:</b>	<b>E</b>
<b>JOB DESCRIPTION DATE: December 26, 2006 cm</b>			

**JOB SUMMARY**

Supervises, coordinates, trains, evaluates and oversees the day-to-day activities of the Housing Assistance Representatives for the Public Housing and Housing Choice Voucher Section 8 rental assistance programs.

**ESSENTIAL FUNCTIONS**

1. Supervises, coordinates, directs, and evaluates the staff of Section 8 and Public Housing Programs.
2. Trains housing staff on program procedures and processes and new priorities and/or changes for the housing programs or division policies.
3. Reviews the work of subordinates to ensure case files are completed in compliance with HUD program directives; evaluates staff based on results, approves eligibility, extensions on vouchers, owner request for rent increases.
4. Implements revisions to policies, procedures and forms for the housing programs.
5. Prepares Housing and Urban Development (HUD), and City reports, correspondence, and other documentation as requested.
6. Provides information to tenants, owners/landlords, and customers regarding regulations and rules of the housing programs, and ensures positive public relations and communications with all persons doing business with the Community Housing Division.
7. Works with tenant and community groups, and law enforcement agencies to improve housing, solve problems, and share information.
8. Mediates disputes between participants and landlords or unsatisfied customers.
9. Meets with applicants and/or tenants to determine eligibility and continuing eligibility.
10. Oversees all evictions of Public Housing and Section 8 Housing Programs.
11. Enforces HUD regulations and assures compliance with HUD performance indicators.
12. Participates in management team efforts to improve the overall operation of housing facilities and the extension of services.
13. Assists in preparing budget requests and administering an area or program budget.
14. Develops, revises and maintains standard operations manual.
15. Presents evidence in administrative hearings and court proceedings.
16. Evaluates computer software for application to housing service and works with vendors to identify new products and their application to the housing service.
17. Represents Glendale Community Housing at meetings and on various committees.

**SECONDARY FUNCTIONS**

18. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, ABILITIES**

Knowledge of:

- Housing regulations, guidelines and procedures, HUD recordkeeping, Public Housing Program, Family Self-Sufficiency Program, and the Section 8 Voucher Program
- Housing software and HUD required software programs, PIC, WASS and REAC
- Casework management principles and practices as they apply to housing assistance programs
- Principles of public administration and public housing practices
- Accepted office administration and supervisory techniques
- Property management procedures and practices
- Available social assistance resources

Ability to:

- Effectively supervise employees
- Plan, organize, and supervise the work of the City's various housing programs
- Communicate effectively verbally and in writing
- Interact with citizen groups, HUD officials and elected officials
- Exercise and demonstrate independence in judgment and decision-making
- Establish and maintain effective working relationships

## **WORKING CONDITIONS**

Office Setting

## **MINIMUM QUALIFICATIONS**

Bachelor's degree in business or public administration, or a related field and five years of supervisory level experience in housing administration.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.