

ASSET MANAGEMENT COORDINATOR

DEFINITION

Under general supervision, performs a variety of technical and administrative support tasks for the Santa Clara County Housing Authority's (Agency) affordable housing portfolio and rehabilitation projects, responds to inquiries for information and researches and assembles information from a variety of sources for the completion of topics requested, specialized projects and/or forms for reporting; monitors and reconciles and records departmental, operational, fiscal, financial and statistical records; types and composes correspondence, reports, contracts, agreements, specialized forms, technical and statistical material and other documents from drafts; performs related work as required. Provides confidential secretarial, administrative and project support for assigned management, departmental staff, and boards, coordinates on-boarding requests and office/cubicle moves for new hires and existing staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from, assigned supervisory or management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level, paraprofessional classification, in which the incumbent is responsible for providing administrative and technical support for the Agency's affordable housing portfolio and rehabilitation projects. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The work involves frequent contact with others and coordination of multiple concurrent activities. This class is distinguished from other administrative classes by the additional specialized knowledge, abilities and experience required to perform the duties of the job.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates relevant administrative functions in support of the affordable housing portfolio and rehabilitation projects.
- Screens calls, visitors, and incoming mail and emails; assists and directs the public, tenants, property managers, property owners, and other agencies to appropriate locations and/or staff; responds to complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; acts as liaison to other departments and agencies; coordinating events and related logistics; and arranging and preparing materials for meeting, and events.
- Provides confidential secretarial, administrative and project support for assigned management, departmental staff, and boards. Schedules and coordinates meetings, seminars, conferences, and training sessions for department staff; acts as meeting and/or committee secretary including preparing agendas and informational packets, setting up the room, operating audiovisual equipment, and taking and transcribing minutes for assigned boards, committees, and commissions.
- Performs clerical and data entry tasks as needed in order to track capital project progress; monitors a variety of special projects/tasks; keeps the Assistant Director of Housing: Asset Management advised in a timely manner of critical dates and actions required; initiates required correspondence.
- Coordinates on-boarding requests and office/cubicle moves for new hires and existing staff.
- Monitors and orders office and other related supplies; prepares, processes and tracks purchases requisitions for services and materials.
- Documents and reports on the outcome and work to support the staff in order to complete projects including financial analysis to prepare the Real Estate Owned and Watch List Risk Ratings for the stabilized affordable housing portfolio.
- Researches, prepares and processes reports, forms, and records, such as requests for payments, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements.
- Participates in departmental projects and studies requiring coordination of activities across departmental and functional lines.

- Develops and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to inquiries.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Provides assistance to staff, lenders, investors, community groups and outside agencies involved in affordable housing and may attend meetings.
- Works with third party relocation consultant to ensure tenants' successful move-out and move-in and transition during the rehabilitation of a property and serves as a liaison with appropriate management on issues that arise that may affect tenants.
- Performs operational tasks such as monitoring budget and expenditures; maintains accounts payable and account receivable processes including coding of invoices, contract billing records, preparation of check requests and processing of checks with the Finance Department.
- Assists the Asset Manager with annual cash flow distributions and instructs the Property Management agents on the payments.
- Develops and maintains accurate and detailed records, including data entry and retrieval, verifies accuracy of information, researches discrepancies, and records information.
- Orients other staff to the processes and procedures of the tasks performed in their classification.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience: An associate degree in finance, public or business administration, or a related field and two (2) years of experience in providing administrative support in asset management, real estate or affordable housing environment.

Licenses and Certifications:

- Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.
- Certification as a California Notary Public is desirable.

Knowledge of:

- Organizational and coordination practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Project and/or program coordination, research processes, and report preparation techniques; administrative functions such as, but not limited to, project financing, budgeting, risk and safety management, and other related project coordination functions.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Mathematical, arithmetic and statistical techniques.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Agency in contacts with other agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Plan and conduct effective coordination, administrative, and operational activities.
- Plan, organize, and carry out assignments from management staff with minimal supervision.

- Perform responsible and difficult administrative and technical work involving the use of independent judgment and personal initiative.
- 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 Agency in meetings.
- Perform responsible and difficult administrative and secretarial support work involving the use of independent judgment and personal initiative.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- 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.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- 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 effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Work is performed in an office environment and in the field. The office environment requires the mobility to work in a standard office setting and use standard office equipment, including a computer, vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

The field environment requires the mobility to walk long distances, traverse uneven, hilly terrain, climb ladders, and stairs. The field work requires the agility to inspect temporary, unfinished, construction sites and access points, which may include entry into confining spaces and inspecting sites of significant height. Requires the ability to operate a motor vehicle to visit various Agency affordable housing properties and meeting sites.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, rough terrains, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes/odors. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.