

## **DEVELOPMENT MANAGER**

### **DEFINITION**

Under general direction, administers, plans, organizes, manages, and monitors development programs within the Housing Department of the Santa Clara County Housing Authority (Agency) either directly or through subordinate levels of supervision; provides oversight of staff responsible for identifying potential project sites; the facilitation of real property acquisition; the creation of financial pro forma; the construction and/or rehabilitation of affordable housing units; coordinates assigned activities with other Housing Authority (Agency) departments, officials, outside agencies, and the public; fosters cooperative working relationships among Agency departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Assistant Director of Housing: Development & Inter-Agency Relations in areas of expertise; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Assistant Director of Housing: Development and Inter-Agency Relations. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff, through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a mid-management classification that oversees, directs, and participates in all activities of the work unit within the division, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Assistant Director of Housing: Development and Inter-Agency Relations in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of affordable housing policy, Agency functions and activities, and the ability to develop, oversee, and implement real property acquisition, construction, and rehabilitation projects. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Agency goals and objectives within general policy guidelines.

### **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.*

- Assumes full management responsibility for all development activities, including acquisition, design, development, construction administration and/or rehabilitation of affordable housing units, and financing and refinancing of housing projects.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for development activities; establishes, within Agency policy, appropriate budget, service, and staffing levels.
- Participates in the development and administration of the department's annual budget; directs the forecast of revenue needed for operations, real property acquisition and construction; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Manages and oversees public and private financing activities, including taxable and tax-exempt bonds for financing, Low Income Housing Tax Credit (LIHTC) deals and State and Federally funded programs for Agency projects.
- Structures, negotiates and closes complex bond and tax credit financed transactions when the Agency or its affiliates are the borrowers.

- Transfers all completed projects to the Asset Management Unit.
- Establishes visibility for the Agency's affordable housing programs within the real estate, land development, financial, and governmental communities in order to promote and develop affordable housing.
- Contributes to the overall quality of the department/division's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Agency needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Represents the department to other Agency departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental, organizational, and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Participates in and makes presentations to the Agency Board and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of acquisition, construction, and real estate development.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect Agency or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Assistant Director of Housing.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Budget development, contract administration, Agency-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Regulations, principles, practices, methods, and procedures of Low-Income Housing Tax Credit (LIHTC), tax-exempt bond, Housing and Urban Development (HUD) and other affordable housing funding programs.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles of limited partnership agreements and real estate legal documents.
- Methods and techniques for the development of presentations, business correspondence, and information distribution.
- Research and reporting methods, techniques, and procedures.
- 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 governmental 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:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the Agency.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of asset management programs and administrative activities.
- Conduct effective negotiations and effectively represent the Agency and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- 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 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.

**Education and Experience:**

A bachelor's degree from an accredited four-year college or university with major coursework in community development, business, economics, urban planning, or a related field and seven (7) years of progressively responsible experience in residential property development, acquisition, and/or rehabilitation, Low-Income Housing Tax Credit (LIHTC) from applications and financing through conversion, to permanent financing, including three (3) years in a supervisory or management capacity.

**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.

**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 development 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. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.