

ASSET MANAGER

DEFINITION:

Under general direction, plans, schedules, assigns, and reviews the work of staff performing professional, technical and administrative support duties for all of the day-to-day functions and activities of the Asset Management Team in the Santa Clara County Housing Authority (Agency) Asset Management and Compliance Division; assists the Assistant Director of Housing: Asset Management and Compliance in providing financial performance review and analysis, asset planning, year 15 buy-outs; monitors the execution of the capital needs assessment program; reviews, recommends and implements financing structures and negotiates acquisition of tax credit properties for the affordable housing portfolio managed by the Agency and its affiliates; coordinates assigned activities with other 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: Asset Management and Compliance in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Director of Housing: Asset Management and Compliance. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a full supervisory-level classification that manages and participates in all activities of the day-to-day responsibilities within the Asset Management Unit. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility, involving frequent contact with the public. This class is distinguished from the Assistant Director of Housing: Asset Management and Compliance in that the latter has overall responsibility for all asset management projects and programs for the Team and for developing, implementing, and interpreting regulations and public policy.

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.

- Plans, supervises, and oversees the daily functions, operations, and activities of all Asset Management Team programs, services, and activities, including providing financial performance review and analysis, monitoring the execution of the capital needs assessment program, reviewing, recommending and implementing financing structures and negotiating acquisition of tax credit properties for a multi-family residential portfolio owned by the Agency and its affiliates.
- Directly or through subordinate staff, monitors the performance of assigned affordable housing portfolio; may directly oversee the asset management of one or more properties; ensuring the assigned portfolio is in compliance with state, local, and federal regulations as well as lender and investor requirements.
- Participates in the development and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within Agency policy, appropriate budget, service, and staffing levels.
- Participates in the development and administration of the team's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Monitors, reviews and updates, where appropriate, the development of the property and capital budgets for assigned properties; assists in the development of the annual property budgets for all properties.
- Selects, trains, motivates, and directs team 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.
- Contributes to the overall quality of the team'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.

- Directs and manages special projects as needed for the Asset Management Team, including waitlist opening, tenant survey and other projects.
- Oversees the development of requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine Agency needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Oversees the monitoring of the property management companies' and service providers' policies and practices, including site visits, file reviews and participation in the regular watch list meetings; maintains direct communication on policy issues and meets periodically to discuss issues and concerns.
- Participates in the development and implementation of property management policies and financing work-out strategies for properties on the Agency's watch list.
- Participates on specialized projects and programs such as bond compliance, property management policies, resident services contracting, and watch list meeting process, as needed.
- Prepares general partner budget requiring review of financials and data input into the Agency's financial management system.
- 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, research and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Reviews appraisals and makes strategic decisions.
- Manages execution of buy-out strategies and partnership exits. This could entail assisting with procurement of contracts (e.g. appraisals) and reviewing partnership legal documents and purchase option contracts.
- Assists in the execution of property sales transactions or transfer of property interests (e.g. assignment of options).
- Prepares and/or reviews staff's Board of Commissioner and Affiliate Board memos on matters relating to assigned properties and essential duties.
- Participates in and makes presentations to the Housing Authority, 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 property management, construction, real estate development, and economic and workforce 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: Asset Management and Compliance.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs related duties as assigned.

QUALIFICATIONS

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, civil engineering, architecture, or a related field and five (5) years of progressively responsible experience managing real estate asset management programs, including two (2) 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.

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.
- Operating partnership documents, loan documents, and other legal documents (Option Agreements, Right of First Refusals, valuation principles and acquisition procedures (i.e.. due diligence and close of escrow)
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles, practices, methods, and procedures of construction and architecture, economic and workforce development, commercial and residential property management, housing programs, real estate, and HUD and affordable housing 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.
- Technical, legal, financial, and public relations problems associated with the management of affordable housing programs.
- 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.
- Develop financial modeling to analyze portfolio performance.
- 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.

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; duties of this class may be performed in an environment with occasional exposure to various odors/fragrances. 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.