

Position Description

Position Title:	Assistant Director of Asset Management	Department:	Real Estate
Reports to:	Director of Real Estate	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	July 19, 2023
Representation Status:	Unrepresented	Date Revised:	May 3, 2024

Summary

The primary purpose of this position is to plan, organize, manage, and provide administrative direction and oversight to staff and activities of the Real Estate Department, Asset Management Division including short- and long-term planning and development and administration of Real Estate Asset Management Division policies, procedures, and services. This position provides highly responsible and complex assistance to the Director of Real Estate in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of Agency functions and activities, and the ability to develop, oversee, and implement the Agency’s Asset Management Division programs, services, and activities. Responsibilities include fostering positive and cooperative working relationships and coordinating assigned activities with other departments, regulatory and other agencies and the public as well as managing and overseeing the complex and varied functions of the division. The Assistant Director of Asset Management may serve in the absence of the Director of Real Estate and is responsible for accomplishing departmental planning and operational goals and objectives and for furthering Agency goals and objectives within general policy guidelines.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority’s (“SCCHA”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Manages, plans, and oversees the administration of the Agency’s portfolio of residential properties including physical, financial and compliance performance of stabilized assets, asset planning, Year 15 buy-outs, property management, onsite supportive services and service coordination, financing strategies, financial performance review and analysis, and the capital needs assessment program to ensure that Agency properties are fiscally sound and viable investments, are physically maintained, and are in compliance with all regulatory requirements.
- Oversees the Agency’s real property rehabilitation and disposition programs; monitors financial controls and protocols to optimize the Agency’s financial flexibility under the Moving To Work (MTW) Agreement with HUD; develops capital reserve for replacement schedules; and ensures adherence to Agency procurement and contract management requirements.
- Makes recommendations based on financial models related to affordable housing including year 15 analysis, present value calculations, multi-year pro forma trending, complex and basic loan refinancing; coordinates with legal and financial consultants on complex loan structures, development/rehabilitation, construction, management, and ownership of affordable housing developments.
- Provides recommendations on strategic asset planning, long term decisions about capital needs and required funding; implements financing structures and negotiates acquisition of properties for a multi-family residential portfolio; negotiates complex real estate financing; maximizes the Net Operating Income of the Agency’s real estate portfolio; improves underwriting of future projects; and diversifies (or concentrates) investor or lender exposures.

Position Description

- Provides oversight and direction to property management companies managing tax credit and/or bond financed properties to ensure compliance with partnership agreements, financing covenants, and other legal and operational requirements related to the portfolios.
- Provides oversight and direction to onsite supportive service providers responsible for service provision and coordination at the Agency's properties to support residents with service needs and to ensure compliance with operational requirements; manages and monitors coordination between property management companies and onsite supportive service providers.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the assigned division; establishes, within Agency policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the division'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.
- Selects, trains, motivates, and directs division personnel; evaluates and reviews work for acceptability and conformance with division 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 department's service by developing, reviewing, and implementing strategies, policies and procedures to meet legal requirements and Agency needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement; directs the implementation of change.
- Manages the affordable housing portfolio to ensure compliance with the regulatory agreements, loan agreements, operating agreements and partnership agreements to meet legal obligations in the agreements for renting housing units, maintaining insurance and accurately distributing cash flow based on the agreements.
- Contributes to the overall quality of the department'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; identifies opportunities for improvement; directs the implementation of change.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Position Description

- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and/or experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

A bachelor's degree from an accredited four-year college or university with major coursework in social or behavioral sciences, affordable housing, real estate finance, public or business administration or related field; and five (5) years of increasingly responsible management experience with three (3) years in a supervisory capacity. Master's degree is desirable.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer/Client Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities to perform the position effectively including public policy, Agency functions and activities, and the ability to develop, oversee, and implement the Agency's asset management activities. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the

Position Description

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.

Judgement & Decision Making: Exhibits sound reasoning and critical thinking skills by making decisions in line with established Agency expectations. Make decisions in compliance with the law and Agency policies and subordinate personal interests and views while representing the Agency acting in an official capacity.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Strategic Capability and Leadership: Serves as a role model to others by keeping the agency's mission, vision and values at the forefront of decision making and action; applies administrative and leadership principles and practices to work, including strategic goal setting and program and policy development, implementation, and evaluation; supports a culture of professional employee development through mentoring and coaching; provides direction by effectively setting course of action for department, direct reports, and team members.

Supervising and Managing Team Success: Operates effectively within the agency and monitors, supervises and manages, people, resources and risk. Has knowledge of and ability to apply principles and practices of workforce management and employee supervision in the analysis and evaluation of projects, programs, policies, procedures, and operational needs; monitors people and program performance by providing regular feedback and reinforcement to direct reports and team members.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with 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. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. 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 up to 25 pounds.



Position Description

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]