



Housing and Community Development Specialist I/II

SUMMARY

Under direct or general supervision, learns and/or performs a wide variety of professional support work in creating, implementing, monitoring, and processing housing and redevelopment programs; acts as liaison for the Town with a variety of private, public, and community organizations, and regulatory agencies; conducts studies and develops recommendations for action, policies, and procedures; provides professional assistance to Town management staff in areas of expertise; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Housing Programs Supervisor. No direct supervision of staff is exercised.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right 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. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Prepares and processes loan applications from start to completion for the rehabilitation of real property of targeted income groups, including interviewing applicants, performing intake duties, processing loan applications, evaluating, collecting and verifying application information, explaining the various Town Housing and Community Development Specialist I/II Housing and Redevelopment Programs to prospective loan recipients, and taking applications through to the approval process.
- Performs technical administrative assistance and support duties for the Economic and Community Development Department; creates, implements, and participates in various technical processes, procedures, and programs; provides information and assistance to the public on technical processes, procedures, and programs.
- Coordinates, implements, and maintains Town housing, redevelopment, and CDBG programs provided to the local community, including recommending, developing, updating, and implementing housing and redevelopment programs, projects, financial administration, and contract compliance.
- Prepares and processes grant applications; monitors and implements grant funding for Town programs in the area of housing and redevelopment, including reporting grant funding activities according to applicable grant regulations.
- Implements and monitors procedures for loan/grant closings, including coordinating and interacting with owners and escrow companies, setting up loan collection accounts, implementing procedures regarding loan/grant defaults, loan extensions, and related monitoring requirements.

- Provides oversight of property inspections and related work write-ups; monitors adherence to program eligibility and guidelines; prepares rehabilitation contracting documents and monitors the bidding process.
- Facilitates resolution of contract disputes between homeowners and contractors; disburses funds to contractors for work completed, including providing the final accounting of loan proceeds, and adjusting and documenting changes to note as required.
- Monitors changes in laws, regulations, and technology that may affect housing operations; implements policy and procedural changes as required.
- Performs project research, analysis, and report preparation related to the activities of the department to which assigned; may prepare technical reports, applications, and perform other technical work related to the department to which assigned.
- May prepare written staff reports and agenda items regarding various housing, redevelopment, and CDBG projects for the Town Council and various committees and advisory boards.
- Creates marketing and information materials to promote housing and redevelopment programs (i.e., brochures, handouts, and news releases).
- Establishes and maintains records and files for Town rehabilitation, CDBG, and redevelopment programs, including all documentation regarding loans, contracting agreements, and fund disbursements.
- Participates in field survey work, including gathering data for Federal and State grant applications, and verifying project status.
- Informs members of the business community (i.e., developers, nonprofits, contractors, and local housing advocates) and the general public, through training and informational sessions, about Town housing, redevelopment, and CDBG programs, policies, procedures, and standards; establishes and maintains effective working relationships.
- Acts as the Town's representative and liaison on relevant topics, including but not limited to, responding to questions and comments from the public in a courteous and timely manner; collaborating with involved parties to reach resolutions on identified issues; speaking in public and making public presentations.
- Receives, investigates, and responds to citizen complaints, inquiries, and requests for services.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

Housing and Community Development Specialist I: This is the entry-level class in this professional administrative support series. Initially under direct supervision, incumbents learn to and implement policies and procedures for specific housing and neighborhood revitalization programs. Incumbents facilitate and support the work of departmental management staff by conducting day-to-day administrative support activities and by providing a professional-level resource for organizational, managerial, and operational analyses, and studies. As knowledge and experience are gained, the work becomes broader in scope; assignments are more varied and are performed under more general direction. This class is alternately staffed with the Housing and Community Development Specialist II and incumbents may advance to the higher-level class after gaining the knowledge, skills, and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Housing and Community Development Specialist II: This is the journey-level class in this professional administrative support series. Responsibilities include developing and implementing policies and procedures for housing programs, including budget administration and reporting, contract administration, management analysis, and program evaluation. Incumbents provide a

professional-level resource for organizational, managerial, and operational analyses, and studies. This class is distinguished from the Housing Programs Supervisor in that the latter has full supervisory and management responsibilities over all of the Town's housing programs.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Housing and Community Development Specialist I/II: Equivalent to graduation from a four-year college or university with major coursework in business or public administration, economics, or a related field.

Housing and Community Development Specialist I: One (1) year of programmatic and related administrative support experience in housing and/or redevelopment. Additional experience as outlined above may be substituted for the required education on a year-for-year basis up to a maximum of two years.

Housing and Community Development Specialist II: In addition to the above, two (2) years of professional level programmatic, special projects, and related administrative support experience in equivalent to that of a Housing and Community Development Specialist I with the Town of Apple Valley.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:

- Basic principles, practices, and funding sources for redevelopment, economic development, affordable housing, and related programs and projects.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions and services of a municipal government.
- Principles and practices of project management.
- Principles and techniques of conducting analytical studies, evaluating alternatives, and making sound recommendations.
- Applicable Federal, State, local laws, codes, and regulations.
- Public relations techniques.
- Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Techniques of contract administration.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, various business, professional, educational, regulatory, and legislative organizations.

- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Coordinate and oversee departmental and programmatic administrative, budgeting, and fiscal reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Interpret, apply, and explain complex Federal, State, local laws, codes, regulations, departmental policies, and procedures.
- Conduct research on a wide variety of administrative topics including project feasibility, grant funding, contract feasibility, budget and staffing proposals, and operational alternatives.
- Understand the organization and operation of the assigned department and of outside agencies as necessary to assume assigned responsibilities.
- Prepare clear and effective reports, correspondence, policies, procedures, and other written material.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively conduct meetings and make presentations to various groups.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- 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 and maintain effective working relationships with those contacted in the course of the work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to visit various Town and meeting sites and to inspect various sites; vision to read printed materials, a computer screen, and to perform inspections; and hearing and speech to communicate in person, before groups, 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, typewriter 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 necessary to perform job functions.

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Inspections are infrequently performed that may require exposure to inclement weather conditions. Employees may interact

with upset public, and private representatives and contractors as a result of interpreting and enforcing departmental policies and procedures.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*