



Stanislaus Regional Housing Authority

ALPINE | AMADOR | CALAVERAS | INYO | MARIPOSA
MONO | STANISLAUS | TUOLUMNE COUNTIES

Job Announcement for the Position of

Migrant Center Manager

Arturo Ochoa Migrant Center

\$56,124.00 - \$71,820.00 Annually

THE AGENCY

Stanislaus Regional Housing Authority (Housing Authority), a public agency, corporate and politic is committed to addressing the unmet housing needs of residents and communities in our county. The Housing Authority manages approximately 2290 units throughout the counties it serves under a variety of affordable housing programs including Public Housing, year-round farm labor housing, migrant housing and other affordable housing units.

The Housing Authority also administers the Housing Choice Voucher program in the following counties: Alpine, Amador, Calaveras, Inyo, Mariposa, Mono, Tuolumne and Stanislaus. The Authority is governed by a citizen's commission appointed by the Stanislaus County Board of Supervisors.

MISSION

The Housing Authority is committed to providing a high quality of service in carrying out its mission by:

- Being sensitive to our client's needs and treating them with dignity and respect.
- Utilizing the talents and skills of our staff.
- Fostering partnerships.
- Utilizing resources in the most efficient and effective manner.

HOUSING

Provide decent, safe and affordable rental housing and home ownership opportunities.

ECONOMIC DEVELOPMENT

Provide and promote service opportunities that encourage and support individuals and families toward achieving greater independence and self-sufficiency.

COMMUNITY DEVELOPMENT

Provide opportunities for conserving and upgrading affordable housing stock, improving infrastructure, and stabilizing and creating desirable neighborhoods.



THE POSITION

The Migrant Center Manager is directly responsible for the efficient and business-like operations of the Arturo Ochoa Migrant Center in Gilroy, CA. Supervises and assigns work and directs the Center staff in organizing maintenance, repair and construction programs. Depending on assignment, duties include, but are not limited to the following: Conduct eligibility interviews, process applications and determine eligibility of applicants for housing units; assigns housing based on family size and available housing stock; maintains records of applications and tenants assigned to units per OMS regulations; resolves tenant problems and disputes as appropriate; receive and collect rents from tenants; maintain property and inventory records; interpret regulations relating to operation of Center. In addition, the Migrant Center Manager will coordinate activities with other Authority departments and outside agencies as required and/or necessary.

Manages subordinate employees in Housing Authority projects. Carries out duties and responsibilities assigned by the Property Manager, Asset Manager, and/or Director or Property Management, in accordance with the organization's policies, procedures, and applicable laws. Responsibilities include planning, assigning, and directing work, appraising performance, rewarding employees and recommending discipline; addressing complaints and resolving problems; and termination recommendations.

SUPERVISION RECEIVED

Receives general supervision from the Property Manager, Asset Manager and/or Director of Property Management.

ESSENTIAL DUTIES AND RESPONSIBILITIES may include, but are not limited to, the following:

- Manages housing program activities including tenant eligibility, waitlist management, lease enforcement, move out deposit accounting, and completion of end of year reporting requirements.
- Participates in the development of the Department work plan, and assigns work activities, projects and programs to staff. Monitors work flow. Implements policies and procedures. Reviews and evaluates work products, methods, and procedures.
- Enforces dwelling leases, reviews and evaluates information regarding lease and rental agreements, and advises and counsels tenants as to lease requirements and violation consequences.
- Manages the collection of delinquent rent payments and the service of thirty-day notices, implements legal processes, and reviews, recommends, and represents the Housing Authority in hearings and court proceedings.
- Reviews and evaluates information regarding rental and lease agreements, manages the collection of rent payments, housekeeping and maintenance of units, and the counseling of tenants in regards to obligations and responsibilities.
- Manages the resolution of conflicts between tenants and their neighbors.
- Conducts various housing and project surveys/inspections and compiles reports.
- Performance of annual, pre-occupancy, six-month, problem, move-in and move-out inspections.
- Responds to emergency calls as required after normal working hours.
- Oversees the interaction with and counseling of individual tenants as needed and refers tenants to helping agencies, monitoring referrals through to resolution.



- Coordinates the implementation of Housing Authority policies and procedures with tenants.
- Attends and represents Housing Authority at resident council meetings as directed.
- Oversees the records of tenant actions and related documents
- Conducts Quality Control audits of tenant files
- Sends and receives a variety of correspondence.
- Recommends goals and objectives and assists in the development of policies and procedures.
- Knowledge of general office procedures.
- Working knowledge of basic principles of organization, personnel management, and general office procedures, specific but not limited to recordkeeping and administration of tenant accounts.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential and duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

AA, or the equivalent of two years of college (48 units or more), and practical experience in supervisory and/or management positions. Two years of actual experience in an office-clerical, or property management position will be accepted as equivalent to two years (48 units) of completed college education.

Bachelor's degree preferred, from a four-year college or university with concentration in property management, public administration, business administration, or applicable social science.

REQUIRED QUALIFICATIONS, TRAITS AND SKILLS, including but not limited to: Knowledge of:

- Office of Migrant Services policies and Stanislaus Regional Housing Authority procedures.
- Pertinent federal, state and local laws, codes and regulations.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- Methods and techniques used in building and ground maintenance activities.
- Basic personal computer operation.
- Safe work practices.
- Interviewing skills and techniques;
- Principles of business letter writing and basic report writing;
- Principles of good record keeping;
- Principles and practice of excellent customer service;
- Modern office methods, equipment and procedures including but not limited to personal computers, and basic software such as Outlook, Word and Excel;
- Basic mathematics, general office, organizational, clerical and computer skills;
- External audit requirements;
- Training techniques;
- Yardi programs software;



- Internet and e-mail usage in a business setting;
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, organization and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures and operational needs.

Ability to:

- Speak, read and write in English.
- Speak, read and write in Spanish (preferred but not required).
- Interpret and apply various laws, codes and regulations.
- Prepare and maintain accurate records.
- Analyze tenant and landlord problems and recommend alternative solutions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Work with individuals from varying income levels and cultures.
- Must be detail oriented and have strong organization skills;
- Ability to outline, organize and establish priorities for work for assigned staff;
- Prepare clear and concise reports, professional documents, correspondence and letters.
- Perform basic arithmetic accurately;
- Must have excellent oral and written communication skills;
- Adapt to a changing environment and handle multiple priorities;
- Gather information, perform analysis; create and interpret reports and other data;
- Use internet resources (e-mail, browser, date search and retrieval);
- Meet the physical and mental requirements of the position;
- Be courteous, exercise judgment, discretion and maintain confidentiality in dealing with client information;
- Demonstrate daily a pleasant, personable, and patient communication style with the desire to help people in need;
- Must be able to retain a high volume of knowledge and apply program information in making decisions and communicating information to others;
- Work under pressure, multi-task, prioritize and meet schedule deadlines;
- Analyze information and perform problem solving skills, and reach sound conclusions and make decisions in accordance with established policies, procedures, and guidelines;
- Establish and maintain effective and courteous working relationships with all levels of the organization, clients, property owners, hearing officers, representatives of other governmental agencies, the public and others encountered in the course of work;
- Work under the stress of short timelines and understand oral and written instructions and procedures;
- Ability to learn quickly, and manage multiple priorities, deadlines and schedules while meeting productivity requirements in the face of changes, obstacles and other unexpected events;
- Operate independently and exercise sound judgment and critical thinking in the conduct of day-to-day activities;
- Ability to exercise discretion and independent judgment in the execution of responsibilities;

- Ability to develop, mentor and motivate staff with tact and diplomacy; exhibit professionalism and lead by example;
- Must maintain confidentiality of all information gathered;
- Must be competent with Microsoft Office products including a variety of data processing and spreadsheet software as well as web browsers and basic office machinery.

ADDITIONAL REQUIREMENTS

- Must maintain regular and punctual attendance during normal workweek for face-to-face interactions with the public, clients, co-workers, and management. Additional hours may be required to complete assigned tasks;
- Must maintain access to an automobile or other means of transportation, when and if required to travel on Stanislaus Regional Housing Authority business; and may be required to drive to/from main office and assigned sites;
- Must possess and maintain a valid California Driver's License;
- Must possess and maintain valid and current automobile insurance in accordance with California law, including a periodic review of recent DMV history;
- Must possess and consistently demonstrate the excellent customer service skills to perform this job effectively, including but not limited to, professionalism and courtesy.
- Must comply with all company policies and procedures;
- Must work at assigned location(s);
- May be required to attend appropriate technical training workshops and classes overnight via plan or auto as assigned.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid California Driver's License.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform



the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand and sit. The employee is occasionally required to walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee may occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions, moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

APPLICATION AND SELECTION PROCESS: To apply for this position applicants must submit a Stanislaus Regional Housing Authority Employment Application at <https://stanregionalha.org/business-services/employment/>. This position is Open Until Filled. Applications received will be screened for minimum qualifications.

Applicants who are the most qualified and possess the knowledge, skills and abilities outlined in the job announcement will be invited to appear before an Oral Assessment Panel. The Oral Assessment Panel will complete its assessment and recommend the most qualified applicants to the Director of Business Operations. Final selection will be made by the CEO/Executive Director. The successful candidate will be required to submit to a background check and complete a physical examination including a drug screen test, paid for by the Housing Authority, certifying that the applicant's physical condition is satisfactory for the requirements of the position (with or without reasonable accommodations for any disability as defined in the Americans with Disabilities Act).

OTHER

Applicants must be able to provide proof of U.S. citizenship, or if a legal immigrant, either lawful admission for permanent residency or authorization for appropriate work by the U.S. Immigration and Naturalization Service.

SALARY AND BENEFIT INFORMATION

The annual salary for this position is \$56,124.00 - \$71,820.00, based upon an eighty (80) hour pay period.

Regular employees of the Authority enjoy the following benefits:

- Annual leave - new employees accrue 10 days per year.
- Fifteen (15) paid holidays per year.
- Sick leave accrued at the rate of one (1) day per month.
- Insurance Coverage – The Authority currently contributes towards the medical, dental, vision and life insurance combined monthly premiums.
- Retirement – The Authority is a member of the Public Employees Retirement System (PERS). Employees hired after January 1, 2013, are subject to the Pension Reform Act, AB340.



- The Authority offers two voluntary Deferred Compensation Plans (CalPERS 457 and Empower).
- The Authority participates in Social Security.
- The Authority offers a Section 125 (Flexible Spending) Plan.

Stanislaus Regional Housing Authority is an equal opportunity employer. The Housing Authority will provide equal employment opportunities to all qualified individuals, without regard to race, color, national origin, sex, religion, or disability. The Authority will make reasonable efforts in the employment process to accommodate applicants with disabilities. Individuals requesting reasonable accommodations must do so no later than three (3) working days after the time of invitation by the Authority to an examination. Applicants with special needs may call (209) 557-2000 (voice) or (209) 557-2012. TDD 711.