



JOB DESCRIPTION

Public Housing Property Coordinator

Date Prepared: April 2014

Class Code: 1248

SUMMARY: Under general supervision, reports to the City Administrator or designee, performing professional level work in coordinating and implementing the City's property management policies, and public housing leasing activities; assists in preparation of documents related to matters of property rights; collects and accounts for rent payments; ensures all units are properly maintained; researches and resolves tenant issues; and performs related work as required.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assists in the development of objectives and goals related to the implementation of the City's residential housing program which includes residential apartment units.
- Coordinates maintenance and management of City's residential housing program.
- Assumes responsibility for collecting and accounting for monies received from rents and leases; prepares receipts; reconciles and balances accounts in conjunction with the Finance Department.
- Receives applications from potential tenants; facilitates the screening of applicants' financial and credit reports to determine general eligibility for the City's residential housing program based upon established criteria.
- Maintains the absolute confidentiality of work-related issues, personal records and City information; assures compliance with the confidentiality standards of the Privacy Act of 1974, {U.S.C. § 552A}.
- Ensures proper maintenance, upkeep and repair of City owned properties and common areas; reviews situations and assesses level of repair needed; determines most appropriate service provider; monitors on site repairs; may perform minor or basic adjustments where appropriate and within the scope of authority. Ensures coordination of maintenance being performed is consistent with City standards of workmanship and quality.
- Conducts regular meetings with tenants and residents to respond to any questions and concerns they may have including neighbor disputes, parking issues and related matters; researches and either resolves issue within established guidelines, or refers to higher level staff for their action.
- Coordinates rent payment delinquency actions with other City departments and recommends tenant evictions.
- Prepares and maintains records and files; prepares comprehensive technical reports concerning rental property activities.
- Oversees and coordinates responses to 24/7 access for tenant calls, or for maintenance purposes.
- Supports the relationship between and among the City of Vernon, the City of Vernon Housing Commission and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Equivalent to a High School Diploma or GED, AND three (3) years of experience performing technical related duties in property management or related activities.

Knowledge of:

- City organization, operations, policies, and procedures.
- City Code, City Ordinances and Operating Manuals.
- Principles and practices of property management and administration.
- Proper processes and procedures with respect to legal filings for delinquent rents.
- Economic and legal principles and practices of rental property transactions.
- Applicable federal, state and local laws, regulations, and policies related to property acquisition, appraisal, negotiations and disposal, relocation and other public property services activities.
- Principles of record keeping and cash handling.
- Telephone etiquette protocol.
- Customer service standards and protocols.
- Business computers and standard MS Office software applications.

Skill in:

- Developing, implementing and administering a wide range of projects and programs.
- Organizing and maintaining records and filing systems.
- Answering incoming calls and responding to public inquiries.
- Operating a personal computer utilizing a variety of business software.
- Explaining City policies and procedures.
- Communicating effectively verbally and in writing.
- Gathering and analyzing data, preparing comprehensive and complex technical reports and making recommendations.
- Dealing tactfully and courteously with residents, employees and the public.
- Establishing and maintaining cooperative working relationships with managers, fellow employees, and the public.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid Class C California State Driver's License is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment and on various City owned properties.