



Sacramento Self Help Housing Job Description

Employee's Name:
Job Title: Housing Operations Specialist
Department: Interim Housing Department
Reports To: Housing Operations Supervisor
FLSA Status: Non-exempt
Prepared By: HR to Go
Prepared Date: June 2019 (Updated 12/19)

Summary: The Housing Operations Specialist reports directly to the Housing Operations Supervisor. Under the direction of the Program Manager and the Housing Operations Supervisor, this position oversees a team of House Leaders and engages with case management to ensure smooth and efficient delivery of services to all individuals within the Interim Housing Program.

Employment decisions of personnel will be made solely on the basis of merit, skill, training, ability, and qualifications without discrimination with regard to: race, age, color, religious creed, gender, genetic information, genetic characteristics, gender identity, gender expression, transgender status, religion, marital status, military status, age, national origin or ancestry, physical or mental disability, medical condition, pregnancy, sexual orientation, or any other consideration made unlawful by federal, state or local laws.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Assists in the training of House Leaders.
- Handles issues that arise within Interim Housing sites in a professional manner.
- Attends weekly meetings with Case Management and Operations staff of SSHH.
- Transports clients and/or their belongings to Interim Housing sites.
- Communicates all crises to the Housing Operations Supervisor immediately.
- Keeps records of house rule violations, maintenance and service requests.
- Enforces behavioral contracts for program participants who have violated program rules.
- Delivers household supplies or food as needed.
- Performs routine maintenance at Interim Housing sites.
- Manages crises as they arise, and other duties assigned.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

Supervisory Responsibilities: No direct supervisory duties.

Measures of Performance: The Housing Operations Specialist shall be considered to be performing in an acceptable manner when the following have been accomplished:



1. *Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
2. *Interpersonal Skills* - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
3. *Attention To Communication* - Ensures that others involved in a project or effort are kept informed about developments and plans; Ensures that important information from his/her management is shared with his/her employees and others as appropriate; Shares ideas and information with others who might find them useful; Uses multiple channels or means to communicate important messages (e.g. memos, meetings).
4. *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; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
5. *Ethics* - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
6. *Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
7. *Personal Credibility* - Does what he/she commits to doing; Respects the confidentiality or information or concerns shared by others; Is honest and forthright with people; Carries his/her fair share of the workload.
8. *Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
9. *Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
10. *Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,



skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Associates degree (A.A.) from two-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. One or more years' experience working with individuals experiencing homelessness, with a demonstrated ability to gently and effectively maintain boundaries and hold others accountable and create an atmosphere of teamwork. Experience with maintaining compliance within Housing Programs, homelessness issues, domestic violence, and poverty issues.

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, members, governmental bodies/boards and the general public.

Mathematical Skills: Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products and ability to learn new software and tracking systems. Knowledge of basic office equipment should include: Internet and email, copy and fax machines and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Physical and Emotional 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 individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to sit. The employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 504 pounds.

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 individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually noisy.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the "Essential Requirements" of the job outlined herein, except as noted here (If none, so state): _____

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.

I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is "at will," for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

Employee's Signature

Date

Supervisor's Signature

Date