

Sacramento Self Help Housing Job Description

Employee's Name:
Job Title: PRTS Assistant Program Director
Department: Property Related Tenant Services (PRTS)
Reports To: **Property Related Tenant Services Program
Director**
FLSA Status: **Exempt**
Prepared By: **HR to Go**
Prepared Date: **June 2020**

Summary: The Assistant Program Director of Property Related Tenant Services reports directly to the Property Related Tenant Services Program Director. Manages/supervises all leasing, housing locators, operations and support services at the various housing sites within the PRTS Department in Sacramento County. This position is responsible for managing/tracking move-in/move-out of clients, the delivery of furnishings, supplies and services, maintaining accurate records of clients and services, and ensuring that program outcomes are consistent with Property Management contracts.

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.

- **Supervises a team of Housing Locators, Operations and House Leaders.**
- **Respond to after hour emergency calls and follow through accordingly per situation and Department Policy.**
- **Submit furniture/furnishing and supply orders, coordinate delivery and set up house prior to move-in.**
- **Maintain inventory log of furniture and furnishings supplied to clients.**
- **Ensure maintenance files are current and accurate**
- **Work closely with Leasing, Maintenance and Inspectors in the Property Management Department.**
- **Provides support to all staff members in the PRTS and related departments.**
- **Maintains oversight of Property Client files and Communications with Owners and Property Management Companies.**
- **Generate check requests as necessary.**
- **Generate and oversee the monthly rent and client changes on spreadsheets.**
- **Generate the utility charge backs for accounting from the various property RUBS.**
- **Ability to monitor changes on a rapid basis.**
- **Maintains financial security and internal controls and by keeping information**

- confidential.
- Completes program participants screening, selection and oversees activities at each location.
- Conducts weekly meetings with PRTS Department and other SSHH staff to discuss incidents.
- Maintains close communication with various partners and directly communicates all crisis and staff changes to the PRTS Program Director.
- Performs other related duties as required to support the mission of the organization and the program.
- Ensures individuals served are treated with dignity and respect.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

Supervisory Responsibilities: Directly supervises the PRTS staff members. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Measures of Performance: The PRTS Assistant Program Director shall be considered to be performing in an acceptable manner when the following have been accomplished:

- ***Forward Thinking*** – Anticipates possible problems and develops contingency plans in advance; Notices trends in the industry or marketplace and develops plans to prepare for opportunities or problems; Anticipates the consequences of situations and information and plans accordingly; Anticipates how individuals and groups will react to situation and information and plans accordingly.
- ***Managing People*** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- ***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.
- ***Oral Communication*** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words in oral speech; Organizes ideas clearly in oral speech; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- ***Written Communication*** – Writes clearly and informatively; Edits work for spelling

and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

- ***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.
- ***Organizational Support*** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- ***Judgment*** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- ***Planning/Organizing*** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- ***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.
- ***Initiative*** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Identifies what needs to be done and takes action before being asked or the situation requires it; Does more than what is normally required in a situation; Seeks out others involved in a situation to learn their perspectives; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

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: Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience in property management. Must be highly knowledgeable in property software. Must have 2 years Supervisory experience.

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, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.

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. 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 occasionally 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 20 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 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 certify that I am fully capable of completing all of the responsibilities 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 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.

I understand that I am an exempt employee and therefore, may be required to work in excess of 40 hours per week without overtime compensation.

Employee’s Signature

Date

Supervisor’s Signature

Date