



Program Manager, Housing Consulting Services

Close Date

Tuesday October 17, 2023, at 5pm

Salary

\$100,000 - \$120,000 Annually

To Apply:

Submit resume, cover letter, and completed experience chart (see bottom of job description for the chart) via email to Tim Davis, HEART Director of Consulting Services, at tdavis@heartofsmc.org

ABOUT HEART OF SAN MATEO COUNTY:

HEART is a joint powers authority (JPA) and a nonprofit organization dedicated to preserving and increasing the supply of affordable housing in San Mateo County. HEART's principal mission is to provide financing for the acquisition, construction, preservation, and rehabilitation of affordable housing. It also provides housing development advisory services for school districts and other affordable housing developers and operates a first-time homebuyer program. HEART's new Housing Consulting Services Program will provide housing staff resources to cities in San Mateo County.

DESCRIPTION:

This is a position under the direction of the Director of Consulting Services, within the Housing Consulting Services Program. This person will assist the Director with the planning, development, organization, negotiation, and management of housing activities for several cities in San Mateo County. This person, in conjunction with both the Director and additional staff, will establish and maintain processes and systems to oversee the lease-up, sales, and monitoring of income restricted housing units; serve as a project manager for affordable housing developments funded by cities; create and implement cities' affordable housing programs; engage city and other public agencies in the implementation of housing activities and programs; serves as an housing information resource for both cities and residents; support and team with other city staff working on related issues and perform related duties as required for cities. The person may also assist with other HEART programs and the administration of the organization.



As an employee of HEART, this is an “at-will” position. The employee serves at the discretion of the Executive Director. The employee in this position demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills; and sets a good example.

TYPICAL DUTIES:

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

- Assists the Director in planning, organizing, and implementing cities’ efforts to develop new affordable housing.
- Research best practices in housing programs related to inclusionary housing, housing compliance, and other housing programs.
- Manages inclusionary housing programs, including the review of regulatory agreements and marketing plans, selecting below market rate (BMR) units in mixed-income developments, overseeing marketing agents during the lease-up/sales process, and completing reviews of income and eligibility documentation.
- Monitors compliance of deed restricted units.
- Assists with subordination requests and resales related to deed restricted homeownership units.
- Reviews requests for City affordable housing funds.
- Assists the Director as needed on the management of the plan approval process for City funded housing development projects, including coordinating affordable housing projects with the Planning Division Staff.
- Monitors City funded housing development projects during the construction and marketing phases to ensure regulatory and contract compliance.
- Manages ongoing compliance activities on 100% affordable developments, including monitoring of regulatory agreements and administration of a city’s affordable housing loan portfolio.
- Maintain a knowledge of housing resources to provide information to both cities and residents.
- Prepares information for public use, including web content.
- Represents the City’s Housing Department at various meetings and negotiations.
- Attends meetings and makes presentations to City staff, City Councils, administrators, and various private and community organizations to discuss project status.
- Reviews and prepares summaries on proposed Federal, State, and local regulations and their prospective impact on programs and policies.
- Prepares reports involving research, analysis, writing, and presentations.
- Uses computer applications, prepares memos, and procedural documentation.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE

- Graduation from an accredited college or university with a bachelor's degree is required. A degree in Urban Planning, Public Administration, Geography, Environmental Studies, or a related field is preferred, though not required.
- At least two (2) years of experience in urban planning, housing services or advocacy, business administration, public administration, or housing finance and development is preferred, though not required.
- Experience working directly in the affordable housing field, whether in a for-profit affordable housing property management or development company; in a non-profit housing advocacy or development organization or community development corporation; in a public sector Housing, Community Development, or Planning Department is desirable.
- Familiarity with computer applications commonly used by cities, such as Windows Office and Google Workspace.
- Ability to speak Spanish, Mandarin, Cantonese, or Tagalog (Filipino) is desirable but not required.

LICENSE

Possession of a valid Class C driver's license is required at the time of application. Possession of a valid California Class C driver's license is required upon taking the position and for the duration of employment.

OTHER REQUIREMENTS

Ability to work remotely at various city offices across San Mateo County.
Must be able to perform the essential functions of the job assignment.
May occasionally require evening and weekend work.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Housing programs and policies;
- The housing challenges facing Bay Area residents;
- Marketing and administration of affordable housing;
- Research methods and statistical analysis;
- Problem solving and conflict resolution practices and techniques;
- Project and workload planning;
- Office safety practices, procedures, and standards.

Ability to:

- Work with the public in a way that is both compassionate and understanding.
- Ability to manage personal documents and information in a confidential manner.
- Identify, research, and evaluate relevant information and statistical data from variety of sources;
- Draw conclusions and project consequences of decisions and recommendations;
- Develop creative and practical solutions to complex and difficult problems;
- Identify policy issues and work with staff to develop options and recommend solutions;
- Prepare and present clear, concise, and complex written and oral reports;
- Communicate logically and clearly, both orally and in writing;
- Review funding proposals;
- Establish and maintain effective working relationships with those contacted in the course of work including staff, developers and consultants, and the public;
- Exercise independent judgment and initiative with minimal supervision;
- Work effectively in time-sensitive situations and meet deadlines;
- Coordinate multiple projects and complex tasks simultaneously;
- Use computer software such as Excel, Word, Power Point, etc.
- Speak Spanish, Mandarin, Cantonese, or Tagalog (Filipino) is beneficial, though not required.

SUPPLEMENTAL INFORMATION:

WORK LOCATIONS

The position allows for one remote work from home day per week. HEART's offices are in San Mateo, but the employee may be required to work in other locations around San Mateo County, as needed, to provide services to San Mateo cities and towns.

SUPERVISION RECEIVED

Works under the direction of the Director of Consulting Services.

SUPERVISION EXERCISED

None.

OTHER REQUIREMENTS:

CONFLICT OF INTEREST

Employees are required to file a Conflict-of-Interest statement upon assuming office, annually, and upon leaving office.



To give us a sense of areas where you may have previous experience, please complete the chart below and submit the information with your resume and cover letter to the email address provided no later than Tuesday, October 17, 2023, at 5pm.

Please identify areas in which you have experience.	Yes	No
Creating informational flyers and web content explaining housing or other social service programs.		
Providing information to the public about housing resources or other public programs.		
Preparing grant applications or required reporting.		
Completing income and eligibility determinations for housing and/or other social service programs.		
Monitoring deed restricted units for ongoing compliance.		
Managing the administration of rental inclusionary/density bonus units.		
Managing the administration of ownership inclusionary/density bonus units.		
Researching best practices related to housing policies and programs or social service programs.		
Creating program manuals.		
Managing tenant protection and assistance programs/policies.		
Managing loan programs such as rehabilitation or downpayment assistance.		
Collaborating with city staff to review affordable housing projects, including inclusionary and density bonus compliance.		
Coordinate planning application and funding processes for affordable housing developments.		
Proposing and designing affordable housing programs.		