

DIVISION MANAGER - RENT STABILIZATION HOUSING DEPARTMENT

City of San José, CA





THE SAN JOSÉ HOUSING DEPARTMENT

The City of San José Housing Department is a leader in the production of affordable housing. Its mission is to strengthen and to revitalize our community through housing and neighborhood investment. The Housing Department has an operating budget of approximately \$16.5 million annually and 86 employees and is committed to creating and supporting a diverse work environment with a staff that values inclusion. As a federal entitlement City, San Jose receives approximately \$14 million annually in formula grants from the Department of Housing and Urban Development. Additionally, to the federal entitlement funds, the Housing Department administers a number of State and local funds to support housing and homelessness projects and services. The Housing Department is committed to creating and supporting a diverse work environment with a staff that values racial equity and inclusion.

THE POSITION

This position is one of two Division Managers reporting to a Deputy Director in the Housing Department. It oversees the activities of the Rent Stabilization Program which provides programs to stabilize rents, protect tenants in apartments and mobilehome parks, mitigate the impacts of displacement, and prevent retaliation. The selected candidate will have the following duties and responsibilities:

- Manage the implementation of all aspects of the Apartment Rent Ordinance (ARO), Tenant Protection Ordinance (TPO), Ellis Act Ordinance, and the Mobilehome Rent Ordinance
- Oversee recruitment and hiring of staff, including development of job descriptions, managing the interview process, scoring and selection of candidates, and onboarding
- Provide presentations and status updates to the City Council and other groups
- Support race and equity work within the program and the Housing Department
- Collaborate with rent stabilization programs across the State of California
- Oversee all elements of the Rent Stabilization Program (RSP) including but not limited to the following:
 - Develop and implement an annual workplan including annual outcomes, program and budget development, and staffing plan
 - Oversee the mediation/arbitration hearing process, including hearing schedules, tracking performance, and reviewing hearing outcomes
 - Manage the annual fee exemption process, including developing collateral, coordinating with mailing service, and updating information on exempt units
 - Develop the annual Rent Stabilization Program fee and fee billing process
 - Coordinate with internal Departmental teams and other City departments as needed to implement the program, including the Department of Planning, Building, and Code Enforcement and the City Attorney's Office
 - Develop performance metrics, reports, and analyses to facilitate monitoring, enforcement, and compliance with Rent Stabilization Program requirements

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- Develop collateral (such as FAQ's, forms, etc.) and create outreach strategy to tenants and apartment owners to facilitate education on program requirements, and to provide technical assistance for program compliance
- Attend meetings and deliver presentations to the City Council, City Council Committees, Housing Commission, the public, etc. on an as needed basis
- Ensure provision of excellent customer service for ARO tenants and apartment owners, and mobilehome park owners and residents
- Monitor current housing, policy, and legislative issues related to rent-stabilization programs and trends
- Proactively identify potential areas for improvements in program design and implementation, and take the initiative to lead those improvements
- Maintain strong relationships with external partners

THE IDEAL CANDIDATE

The ideal candidate will possess the following competencies, as demonstrated in past and current employment history. Desirable competencies for this position include:

Job Expertise - Demonstrates knowledge of and experience managing a stand-alone program, a budget, and paid subordinate staff. Demonstrates experience involving policy and program development, administration and budget management in a housing related program. It is desirable to have experience with rent-stabilization programs including fair return, housing, fair housing, and legislation related to renter, landlord, and mobilehome issues. Work experience implementing and/or managing rent-stabilization programs; working with tenants, apartment owners, and mobilehome issues; code enforcement, and working on policy issues related to housing preservation and fair housing and experience implementing a new program is desirable. A Master's degree or law degree is desirable.

Collaboration - Develops networks and builds alliances; engages in cross-functional activities.

Communication Skills – Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.

Initiative – Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues training/continuing education opportunities that promotes job performance.

Political Skill – In taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.

Supervision – Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

Required Education, Experience and Licenses:

Completion of a Bachelor's Degree, or its equivalent, from an accredited college or university in Urban Planning, Housing, Geography, Economics, Business Administration, Public Administration, Political Science, Sociology or related field. A Master's degree in one of the above curricula or a law degree is desired.

Six (6) years of progressively responsible experience involving policy and program development, administration and budget management in a housing related program. Work experience implementing and/or managing rent-stabilization programs; working with tenants, apartment owners, and mobilehome owners; code enforcement and working on policy issues related to housing preservation and fair housing. A minimum of three (3) years of supervisory experience. Previous experience working in a large, complex government agency will be an asset but is not required.

Employment Eligibility:

Federal law requires all employees to provide verification of their eligibility to work in this county. Please be informed that the City of San José will NOT sponsor, represent, or sign any documents related to visa applications/transfers for H1-B or any other type of visa which requires an employee application.

SELECTION PROCESS

The selection process will consist of an evaluation of the applicant's training and experience based on the application, resume and responses to the Job Specific Questions. Only the candidates whose backgrounds best match the position will be invited to proceed in the selection process. Additional phases of the selection process will consist of one or more interviews.

COMPENSATION & BENEFITS

The annual salary range for this position is \$112,792 - \$172,276. The actual salary shall be determined by the final candidate's qualifications and experience. In addition to the starting salary, employees in the Management classification receive approximately five percent (5%) ongoing non-pensionable compensation. The City also provides an array of benefits to its employees. For details visit the City's benefits website: <https://www.sanjoseca.gov/your-government/departments/human-resources/benefits>

HOW TO APPLY

Apply immediately at www.alliancerc.com for priority consideration. Applications will be reviewed as they are received. For questions and inquiries, please contact: Cindy Krebs, ckrebs@alliancerc.com, or Sherrill Uyeda, suyeda@alliancerc.com.

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Successful completion of a thorough background investigation prior to employment is required. The City of San José is an equal opportunity employer encouraging workforce diversity.

THE CITY OF SAN JOSÉ

The City of San José, Capital of Silicon Valley, is one of the nation's best-managed cities and one of the top ten cities in which to live, work, and do business. Moreover, San José is the center of cultural, government, and economic activity for the region. The employees of the City of San José have embraced the following values: Integrity, Innovation, Excellence, Collaboration, Respect, and Celebration. The City's Housing Department is seeking an individual whose values align with the values of the City's employees.

San José is a full-service Charter City and operates under a Council-Manager form of government. City operations are supported by 6,544 positions and a total budget of \$5.1 billion (for the 2021-2022 fiscal year). Extensive information regarding San José can be found on the City's website at www.sanjoseca.gov.