



Yolo County Housing

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BOARD OF COMMISSIONERS

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DATE: June 4, 2009
TO: YCH Board of Commissioners
FROM: Lisa A. Baker, Executive Director
SUBJECT: Review and Approve the Proposed Restructure of the Housing and Facilities Departments for Yolo County Housing

RECOMMENDED ACTION:

That the Board of Commissioners Approve the Proposed Restructure of the Housing and Facilities Departments of YCH.

BACKGROUND / DISCUSSION

As part of the implementation of required asset management regulations and as part of an ongoing overall improvement program, the Agency implemented restructuring of the Finance and Administration Departments in October 2007.

In the next phase of this process, the Agency formed a YCH restructure sub-committee for the Housing and Facilities Departments. These departments are the largest and most complex portions of the restructure and encompass program operations. Staff studied various options for the organization and the subcommittee met several times to discuss best organizational fit and practices.

As asset management has unfolded, day-to-day staffing has had to change in order to comply with changes in regulations. In addition, the Agency has added additional units to its portfolio as well. All these changes require that the YCH look at better ways of organizing staff to meet program objectives and improve communication and customer service.

The Agency has a fairly complex housing and infrastructure profile. Currently, the YCH has the Housing Choice Voucher program, which is made up of tenant-based vouchers, project-based vouchers, homeownership and family self-sufficiency programs; it also owns and operates 431 units of public housing; 47 units of non-profit housing; there are permanent affordable farm worker rental housing units; permanent single family homes for use as full service mental health housing and there are two (2) migrant centers funded through the State Office of Migrant Services and the Federal Office of Rural Development. In addition, YCH also serves as staffing for the Dixon Housing Authority,

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which operates the Dixon Migrant Center. In addition, the YCH or its non-profit affiliate is also a partner in three (3) tax credit projects, for which it serves as the general managing partner for two (2) of those projects. The Agency's bond Authority has also recently completed a multi-family property acquisition using Bond Anticipation Notes and the Agency has entered into an agreement to subsequently purchase the property at a future date.

Because many of the YCH's properties are located in rural locations, the agency is also the drinking water provider for three (3) properties, owns and manages sewer and commercial septic systems, owns streetlights, streets and sidewalks. This infrastructure ownership and management adds a further layer of complexity to the organization's programs.

Based on the foregoing, the sub-committee proposes that the Housing and Facilities portion of Agency operations be reorganized as follows:

Housing and Facilities operations are proposed to be organized into two (2) units: the Housing Department and Facilities Division. The Housing Department will have three (3) divisions: Housing Assistance (voucher type programs), Real Estate Services (rental housing units) and Agricultural Housing (e.g. migrant programs). The Facilities Division will report to the Executive Director and is responsible for all planning, organizing and implementation of the Agency's Capital Improvements Programs, rehabilitation associated with acquisition/rehabilitation programs, inspections (of owned real estate) and development, as well as third-party risk management and safety evaluation for the agency.

Other main changes proposed are as follows:

- Director of Operations position - Responsible for the planning, organizing, directing and oversight of the management and maintenance operations of the Housing Assistance Programs (including a variety of voucher-based programs), Real Estate Services programs (including YCH and non-profit owned properties) and Agricultural Housing programs.
- Housing Specialists will operate under one position description and be assigned to either to Housing Assistance Division or the Real Estate Services Division.
- Asset management regulations will be fully implemented with housing, maintenance, and computer lab staff being assigned to each Asset Management Project (AMP) location.
- Volunteer tenant liaisons will be recruited for each AMP.
- Maintenance staff assigned to facilities administration will be utilized throughout the real estates services department as needed (e.g., vacant turnaround, special projects, vacation relief, etc.) as well as servicing the main administration building.
- YCH Client Services Coordinator and the Receptionist (OA I) will work within the Resource Administration Division.
- Migrant services will not be restructured at this time due to unknown funding for next year's budget.

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Proposed Restructure

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The proposed organizational chart and job descriptions were provided to the Union during the meet and confer process on May 19th to discuss potential impacts. To date, the Agency and Union have not yet discussed impacts due to proposed changes in salary ranges. The meet and confer process with regard to impacts caused by reorganization have been discussed and completed. There may be future minor adjustments to the position descriptions based on subsequent review.

Proposed revised job descriptions and organizational chart are included as attachments to the staff report.

FISCAL IMPACT

There will be future financial implications based on results of proposed salary ranges that have not yet been through the meet and confer process regarding impacts with Union representatives.

CONCLUSION

Staff recommends that the Board Review and Approve Proposed Restructure of the Housing Department and Facilities Division for Yolo County Housing

Attachments: Proposed Organizational Chart

Proposed Job Descriptions

**HOUSING DEPARTMENT
(2009 Position Descriptions)**

**YOLO COUNTY HOUSING
DIRECTOR OF OPERATIONS**

DIRECTOR OF OPERATIONS

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To plan, organize, direct and oversee the management and maintenance operations of the Housing Assistance Programs (including a variety of voucher-based programs), Real Estate Services programs (including YCH and non-profit owned properties) and Agricultural Housing programs; to coordinate assigned activities between YCH departments and with outside agencies; to create analytical, statistical and narrative reports regarding these programs; develop, administer, and manage program budgets; to develop innovative approaches to service delivery in a coordinated manner with YCH departments and outside agencies; and to provide highly responsible and complex administrative support to the Executive Director.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Executive Director and serves at the will of the Executive Director.

Provides direction and supervision to housing operations staff.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Plan, organize and direct the management and administration of the housing assistance, real estate services and agricultural housing programs.
2. Direct programs that sustain the physical, social, and programmatic viability of YCH housing developments and voucher services.
3. Establish within the operations department, policy-appropriate service and staffing levels and comprehensive minimum standards in support of YCH goals and objectives; monitor and evaluate efficiency and effectiveness of service delivery methods and procedures; and allocate resources accordingly.
4. Assess and monitor operations department workloads, administrative and support systems, and internal reporting relationships; identify opportunities for improvement;

direct and implement change with approval. Establish programs to correct management deficiencies.

5. Develop and maintain departmental policies and procedures; assist in the development of YCH policies and procedures implementing Federal, State, and local directives and statutes and other programs.
6. Responsible for departmental employee training, motivation, supervision, and evaluation; participate in the selection of department staff and delegate duties as appropriate.
7. Ensures strict compliance of agency programs with Federal and State guidelines and regulations; researches and analyzes new Federal and State guidelines.
8. Responsible for the compilation, preparation, and submission of all required reports to federal, state, and/or local authorities in a timely and accurate manner. These reports include but are not limited to SEMAP, PIC, VMS and PHAS.
9. Provide quality control and conduct quality control tests, such as SEMAP, for the department and as required by HUD or other funding partner. Prepare certification documents as required.
10. Maintain adequate monitoring and reporting systems to ensure quality and timeliness of departmental work; hold and conduct regular staff meetings, to include the communication and training in various YCH policies.
11. Assume management responsibility for the development and administration of departmental budgets.
12. Oversee departmental budgets; approve the forecast of funds needed by program supervisors for staffing, program services, equipment, materials and supplies; approve expenditures and implement budgetary adjustments as approved.
13. Develop and implement goals, objectives, policies, procedures, performance objectives, standards and reporting systems. Develop and implement cooperative strategies among departments within YCH and with regulatory and funding agencies with approval.
14. Research, develop and write grant applications and related funding proposals.
15. Respond to, explain, define, and resolve issues pertaining to YCH programs, policies and activities; negotiate and resolve sensitive and controversial issues with approval.
16. Serve as staff on a variety of boards, commissions and committees; research and prepare administrative reports and studies; prepare ~~written~~ correspondence as

needed; prepare and present staff reports; attend Board of Commissioners meetings as required.

17. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of housing services.
18. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
19. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
20. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, activities, and administration of a comprehensive public housing management program.
- Management skills to analyze programs, policies and operational needs.
- Principles and practices of program development and administration.
- Principles and practices of government financing and budgeting.
- Purposes, functions and organization of housing authorities and other local governmental agencies and the functioning of their governing boards.
- Principles and practices of asset management and voucher processes.
- Principles, practices and regulations of California property management.
- Operations, services, and activities of a building and grounds maintenance program.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State, and local codes, laws, and regulations.

Ability to:

- Plan, organize, direct and coordinate work of department staff in a manner conducive to full performance and high morale.
- Select, supervise, train, and evaluate staff.
- Prepare, review, and present clear and concise reports and correspondence.
- Prepare, administer and provide oversight to complex budgets within established guidelines.
- Devise and implement innovative approaches to maximize organizational efficiency and responsiveness.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Maintain confidentiality.
- Interpret and apply YCH policies, rules and regulations.
- Interpret and apply Federal, State, and local policies, laws and regulations.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience:

- Five years of progressively responsible, professional or journey level housing experience, with at least two (2) years of supervisory experience. Ideal candidate will have at least two (2) years in a public housing authority with HCV or LIPH management experience.

- Demonstrated proficiency in preparation of spreadsheets and narrative reports.

Education:

- Bachelor's degree from an accredited college or university with major course work in housing/community development, business administration or a related field is required. An Associate's degree with three years experience in a public housing authority may be substituted for the Bachelor's degree. Masters degree preferred.
- Possess a valid Public Housing and/or HCV Certificate or obtain such certifications within six months of appointment of the classification.

Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 25 pounds and climb stairs. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodations can be made to your supervisor or the Resource Administrator.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Provide required proof of legal right to work in the United States.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

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**YOLO COUNTY HOUSING
PROGRAM SUPERVISOR**

PROGRAM SUPERVISOR

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To plan, organize, direct and review the daily activities and operations of the Housing Assistance Programs (including a variety of Voucher-based programs) and/or Real Estate Services programs (including YCH and non-profit owned properties); supervise, assign, review and participate in the work of staff responsible for providing HCV and/or LIPH services within YCH housing programs; ensure work quality and adherence to established policies and procedures; provide responsible and complex administrative support to the Director of Operations and/or Executive Director.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Operations Director and/or Executive Director and serves at the will of the Executive Director.

Provides direction and supervision to assigned staff.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Plan, prioritize, assign, supervise, review and participate in the work of staff responsible for providing Housing Assistance, HCV, Real Estate Services and/or LIPH programs (including non-profit owned units), tenant relations and related administrative areas.
2. Participate in the development and implementation of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
3. Assist in the development, recommendation and implementation of departmental goals and objectives.

4. Train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement corrective performance procedures with approval.
5. Responsible for the development and administration of assigned departmental budgets; make recommendations for additional funds for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments as approved.
6. Plan, direct, coordinate and review assigned work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
7. Assists in the compilation of data and preparation of all necessary submissions to federal, state, and/or local authorities; while ensuring timely and accurate processing of reports. These reports include but are not limited to SEMAP, PIC, VMS and PHAS.
8. Coordinate resident relations activities; provide assistance in tenant/landlord conflict resolution; provide staff support to the tenant council; attend public hearings and act as hearing officer as required; prepare and participate in eviction activities.
9. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of housing program administration.
10. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
11. Review and approve assigned departmental budgets; provide mid-year review and adjustment to line items for approval by Director of Operations and/or Finance Director.
12. May provide direction to assigned maintenance personnel; approve purchased items; process and monitor all work orders in computerized system for rental properties.
13. Monitor maintenance work orders, inventory system, and purchasing; ensure compliance with preventative maintenance and mandated maintenance programs in assigned area.
14. Oversee, initiate and review inspection reports for assigned area meeting HUD protocols and standards.
15. Submit all purchase orders, invoices, and other required documents to accounts payable in a timely manner.

16. Manage YCH and/or New Hope Community Development Inc. properties as assigned.
17. Serve as staff on boards, commissions and committees as assigned.
18. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
19. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
20. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Basic interview techniques.
- Common administrative terminology and standard YCH correspondence and report format.
- Operation of standard office equipment.
- Principles and procedures of record keeping, reporting, and filing systems.
- HUD and YCH organization rules and regulations, including housing program principals, policies, and procedures.
- Principles and practices of asset management and voucher processes.
- Principles, practices and regulations of California property management.
- Operations, services, and activities of a building and grounds maintenance program.

- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State, and local codes, laws, and regulations.

Ability to:

- Provide daily supervision, leadership, and guidance to assigned staff and monitor operations and service delivery.
- Supervise, train, and evaluate staff.
- Prepare and manage line-item budgets; make recommendations for adjustments.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, landlords, other agency representatives, and the general public.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Interpret and apply YCH policies, rules and regulations.
- Interpret and apply Federal, State, and local policies, laws and regulations.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

- High School Diploma or GED **and**;
- Associates Degree plus two years experience as a Housing Specialist II or equivalent position in public housing, local government, or non-profit **or**;

- Bachelor's Degree plus one year as a Housing Specialist II or equivalent position in public housing, local government, or non-profit ; **or**;
- Five (5) or more years of full-time, increasingly responsible experience in a position involved in the provision community or housing programs or work in a property management environment or three (3) years experience as a Housing Specialist II; **and**;
- Possess a valid Public Housing and/or HCV Certificate or obtain such certification within six months of appointment of the classification.

Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 10 pounds and climb stairs. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodations can be made to your supervisor or the Resource Administrator.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Provide required proof of legal right to work in the United States.
- Employees in this classification will be required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

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**YOLO COUNTY HOUSING
HOUSING SPECIALIST I/II**

**HOUSING SPECIALIST I
HOUSING SPECIALIST II**

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a variety of tasks of the rental and assisted housing programs, including LIPH and HCV; to conduct eligibility interviews and process applications, leases, contracts, and terminations, conduct annual re-exams and interims, perform property management functions and internal monitoring, process a variety of correspondence and documents; and perform a variety of duties in assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned Program Supervisor and/or Director of Operations.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Receive, review and process applications for housing assistance; determine eligibility within established guidelines; conduct credit, criminal and reference checks as required.
2. Establish and maintain wait lists for housing programs; notify applicants of housing availability.
3. Coordinate and conduct housing program briefings and/or unit walk through; explain program rules, regulations and requirements to applicants; issue vouchers or prepares leases for program participants.
4. Explain housing program requirements, rules and regulations to clients, customers, and/or rental property owners; negotiate property rates; make adjustments as required.
5. Calculate rent payments using established guidelines; reduce or increase rent and rent subsidies; process leases, extensions, contracts and terminations.

6. Process a variety of actions for housing program applicants, including transfers from other authorities and agencies as appropriate.
7. Prepare, process, and maintain a variety of notices, claim forms, reports, records, logs and files; schedule appointments and interviews.
8. Provide referral services to tenants regarding available community resources and available housing; work with other agencies to certify assistance for families.
9. Provide assistance in tenant and/or landlord dispute resolution.
10. Develop, maintain, and adhere to an annual budget for assigned public housing units (AMP); this includes mid-year review, adjustment to line items and re-submission for approval by the Program Supervisor and Finance Director.
11. Provide direction to assigned maintenance personnel; approve purchased items; and process all work orders in computerized system for rental properties.
12. Submit all purchase orders, invoices, and other required documents to accounts payable in a timely manner.
13. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
14. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
15. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Basic interview techniques.

- Common administrative terminology and standard YCH correspondence and report format.
- Application of filing, indexing and cross-referencing methods.
- Operation of standard office equipment.
- Basic HUD and YCH organization rules and regulations, including housing program principals, policies, and procedures.
- Pertinent Federal, State, and local codes, laws, and regulations.
- Principles and procedures of record keeping, reporting, and filing systems.
- Methods, practices, and implementation of managing caseloads.
- Methods, procedures, and practices of public sector entities and organizations.
- Principles and practices of asset management and voucher processes.
- Principles, practices and regulations of California property management.
- Operations, services, and activities of a building and grounds maintenance program.
- Team management and leadership principles.

Ability to:

- Interpret government regulations, interact with and provide services to the general public.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Respond to requests and inquiries from tenants and the public.

- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Explain Federal, State, and local codes, laws, and regulations.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience:

- High School Diploma or GED **and**;
- Associates Degree plus one year clerical experience in a governmental or public agency setting **or**;
- Bachelor's Degree is desirable; **or**;
- Three (3) years of full-time, increasingly responsible experience in a position involved in the provision of community or housing services programs or work in a property management environment; **and**;
- Possess a valid Public Housing or HCV Certificate or obtain such certification within six months of appointment of the classification; **and the knowledge of**
- Methods and techniques of conducting interviews, application processes, reviewing and interpreting rules and regulations, presenting information verbally and/or in writing, and performing mathematical calculations.

Training:

The general distinction between the Housing Specialist I and II positions are summarized as follows:

	Housing Specialist I	Housing Specialist II
Experience	1-3 years clerical experience in a public housing authority, public agency or governmental setting.	3+ years experience as a Housing Specialist I
Education	Associates degree (experience can be substituted for education)	Bachelor's degree Associate degree plus one year experience as a Housing Specialist I Combination of education and experience equivalent to 3+ years.

Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 25 pounds and climb stairs. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodations can be made to your supervisor or the Resource Administrator.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.

- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Provide required proof of legal right to work in the United States.
- Employees in this classification will be required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

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**YOLO COUNTY HOUSING
HOUSING INSPECTOR**

HOUSING INSPECTOR

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DEFINITION

To conduct interior and exterior inspections of privately owned and public housing units for conformance with housing program standards; to ensure all assisted units comply with Housing Quality Standards and related codes; to prepare a variety of reports on housing program inspections; and to perform a variety of duties relative to assigned area of responsibility. In the event of a disaster, perform damage assessments to housing units and report to designated responsible party.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned Program Supervisor and/or Director of Operations.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Inspect all housing units on an initial, annual, and complaint basis; complete detailed unit condition reports; conduct rent comparability on housing units inspected. Conduct inspections on public housing units following quality control standards and reporting information to the REAC (Real Estate Assessment Center).
2. Determine conformance of housing units with safe, decent and sanitary standards; ensure compliance with HQS and inspection protocols and/or related codes.
3. Perform follow up inspections to determine if required repairs have been completed.
4. Schedule inspections with tenants and/or landlords annually and new landlords for contracts.
5. Maintain a variety of records and files on inspection, damage inspections, complaints and related correspondence.
6. Process recommendation for termination of failed housing units.
7. Mediate problems between landlords and tenants.

8. Process required paperwork and documentation related to new, annual, and complaint inspections.
9. Negotiate rent with landlords, confirm and calculate utility allowance, determine and document rent reasonableness.
10. In accordance with Government Code 3100, perform the duties as a disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS. These duties may include conducting damage assessment to any YCH-owned or contracted properties or other properties as assigned.
11. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
12. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Basic interview techniques.
- Common administrative terminology and standard YCH correspondence and report format.
- Application of filing, indexing and cross-referencing methods.
- Operation of standard office equipment.
- Pertinent Federal, State, and local codes, laws, and regulations.
- Principles and procedures of record keeping, reporting, and filing systems.
- Use hand held computer and conduct computerized field inspections.

Ability to:

- Be certified in Housing Quality Standards (HQS) and other relevant codes and standards.
- Learn real estate practices related to rental of property and landlord/tenant obligations.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software and dedicated databases.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Work independently in the absence of supervision meeting work caseload demands of both voucher and/or rental housing needs.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

- High School Diploma or GED **and**;
- Associates Degree or equivalent plus one year residential property maintenance/management experience **or**;
- Three (3) years of full-time, increasingly responsible experience in a residential property maintenance/management position **and**;
- Possess a valid HQS Certification or obtain such certification within six months of appointment of the classification; **and the knowledge of**

- Methods and techniques of conducting interviews, inspection processes, reviewing and interpreting rules and regulations, presenting information verbally and/or in writing, computer skills, and perform mediation techniques.

Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 25 pounds and climb stairs. Field environment requires travel from site to site; exposure to noise, weather conditions; moving objects and vehicles. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made to the Resource Administrator.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Provide required proof of legal right to work in the United States.
- Employees in this classification will be required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

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**YOLO COUNTY HOUSING
SENIOR MAINTENANCE WORKER**

SENIOR MAINTENANCE WORKER

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform skilled work in the maintenance, construction and repair of assigned housing units including electrical, plumbing, heating, water and sewer maintenance; as assigned, to perform preventive maintenance and Housing Quality Standards inspections; and to perform a variety of skilled work relative to assigned area of responsibility.

This is the full journey level class in the Maintenance Worker series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, and complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including performing technically complex or skilled maintenance duties and providing lead supervision over assigned staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Program Supervisor and/or Director of Operations as assigned. The Housing Specialist II or Resident Manager of YCH assigned properties will provide functional supervision on a day-to-day basis.

Exercises functional and technical supervision over assigned maintenance personnel (Maintenance Worker I or II).

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Provides lead responsibilities to the Maintenance Worker I and II personnel by reviewing job requirements, assigning a variety of maintenance duties including but not exclusive to: cleaning, repairing and painting units; cleaning, repairing and replacing household appliances, stoves, water heaters, plumbing fixtures, carpeting, and flooring; reviews and controls quality of work.
2. Perform a variety of skilled building and grounds maintenance, repair, and installation duties in the areas of carpentry, electrical, plumbing, and mechanical maintenance.

3. Provide skilled services in the repair of electric equipment including stoves, ignitions, heaters, smoke alarms and related equipment; replace circuit breakers, switches, outlets, and fuses.
4. Perform skilled plumbing duties; repair and replace gas lines, pipes, kitchen sinks, garbage disposals and bathroom fixtures such as sinks, basins, faucets, toilets and water heaters; repair and clean outside sewer lines.
5. Perform skilled carpentry duties including repairing and replacing walls, sheetrock, roofs, doors, cabinets, shelving units, windows, screens, glass, and related fixtures.
6. Maintain, repair and replace heating and cooling devices and air systems.
7. Assist in developing work plans, procedures and schedules.
8. Requisition supplies and equipment for work projects; maintain records of purchase orders.
9. Perform locksmith duties; replace, repair and rekey locks.
10. Respond to questions from the tenants; direct complaints to appropriate YCH staff.
11. Operate a variety of tools, equipment and motorized vehicles.
12. Operate a computer to maintain YCH inventory control, input work orders, conduct YCH business-related internet searches and e-mail communication, order parts and supplies.
13. Perform minor adjustments on service equipment; maintain tools and equipment in working order.
14. Maintain a variety of records including logs of daily activities.
15. Clean housing units and appliances.
16. As assigned, perform housing quality, preventive maintenance and move-in, move out unit inspections.
17. Required to be on stand-by on a rotational basis to handle any emergency after-hours calls. Must be available 24/7 for the duration of the stand-by period.
18. In accordance with Government Code 3100, perform the duties as disaster services workers as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.

19. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
20. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Equipment, tools, materials, methods and practices of a building maintenance and grounds maintenance program.
- And ability to read and interpret blueprints, sketches, drawings, diagrams, maps, and technical training manuals.
- Performing journey level skilled work such as carpentry, plumbing, electrical, and heating repairs.
- Operational characteristics of tools and materials used in building and grounds maintenance programs.
- Methods and techniques of conducting quality control inspections and the ability to follow HUD inspection protocols.
- Handling and application techniques for a variety of cleaning materials.
- Occupational health and safety practices.
- Principles of lead supervision and training.
- Principles and practices of safe work and safe driving.
- And the ability to learn, interpret and apply pertinent codes, rules, regulations, policies and procedures related to building maintenance, alterations and repairs.

Ability to:

- Perform maintenance activities related to area of assignment using a variety of tools and equipment in performing journey level building and grounds maintenance duties.
- Perform manual work for extended periods of time in all types of weather.

- Communicate with co-workers and residents in a courteous and professional manner.
- Lead, organize and review the work of assigned maintenance staff.
- Plan and organize work to meet schedules and deadlines.
- Operate a personal computer using various applications such as e-mail for YCH communication, inventory control software, and maintenance work orders.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Maintain effective working relationships with those contacted in the course of work.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience/Training:

- High School Diploma or GED **and**;
- Three plus years of journey level general maintenance or contracting experience. Journey or apprentice level certifications are preferred.

Physical Demands:

- Performs a variety of physical tasks including sitting, standing with movement, walking, bending/stooping, crawling, climbing, reaching above shoulder, reaching below shoulder, reaching at shoulder, crouching, kneeling, lifting, carrying and pushing and pulling; repetitive hand and foot motion; hearing and vision abilities in accordance with physical tasks. Working in confined spaces and ability to lift up to 50 pounds. Have manual dexterity to manipulate hand tools and maintenance equipment.

- Performs tasks in conditions that include work inside; work outside; wet; humid; noise/environment; chemicals; fumes; odors; dust; moving objects; slippery surfaces; safety equipment; special clothing; carpeted floors; linoleum floors or cement; cold (less than 50 degrees); heat (greater than 90 degrees); temperature change in accordance with physical tasks.
- Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made to the Resource Administrator.

Special Requirements:

- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Must be able to be on stand-by on a rotational basis to handle any emergency after-hours calls.
- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Provide required proof of legal right to work in the United States.
- Employees in this classification will be required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

Yolo County Housing is an equal opportunity employer.

**YOLO COUNTY HOUSING
MAINTENANCE WORKER II**

MAINTENANCE WORKER II

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform housing unit vacancy preparation duties; to perform semi-skilled work in the maintenance of buildings, water and sewer lines and ground maintenance; and to perform a variety of duties relative to assigned area of responsibility.

This is a semi-skilled level class within the Maintenance Worker series. Employees within this class are distinguished from the Maintenance Worker I by the performance of the full range of duties as assigned including vacancy preparation duties and independently performing semi-skilled maintenance work. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Maintenance Worker in that the latter performs skilled carpentry, electrical, plumbing and mechanical maintenance work and exercises lead supervision over maintenance personnel.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Program Supervisor and/or Director of Operations as assigned. Maintenance Worker II staff may receive direction from the Housing Specialist II, Resident Manager, or Senior Maintenance Worker of YCH assigned properties.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Perform vacancy preparation duties; perform minor repairs on unit cabinets, wall, doors, windows and related fixtures; replace light bulbs, touch up walls; clean and repair appliances; move appliances and furniture.
2. Perform grounds maintenance duties; mow, trim and edge lawn areas, trim shrubs, bushes and trees; apply pre-mixed chemicals in assigned area.
3. Perform minor electrical repairs and installations; replace light bulbs, fuses and circuit breakers.
4. Perform repairs to the plumbing systems of buildings and repair or replace broken water and sewer lines.

5. Paint the interior and exterior of vacant and occupied buildings including doors, moldings and walls.
6. Repair and replace broken fixtures including windows, screens, cabinets, shelves, doors and related building fixtures.
7. Repair and replace floor coverings; lay floor tile.
8. Assist in removing and replacing interior walls using sheetrock.
9. Operate a variety of power tools and equipment used in the repair and maintenance of buildings and grounds.
10. Operate YCH vehicles including trucks with lift gates; driving to YCH properties; collect and dispose of furniture, debris, garbage and related refuse items.
11. Respond to questions and/or complaints from tenants and make appropriate referrals.
12. Make minor adjustments on service equipment; maintain tools and equipment in working order.
13. Maintain a variety of records including logs of daily activities if required.
14. In accordance with Government Code 3100, perform the duties as a disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
15. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
16. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Equipment, tools, materials, methods and practices of a building maintenance and grounds maintenance program.
- Techniques and practices in basic carpentry, painting, plumbing, mechanical and electrical work.

- Operational characteristics of tools and materials used in building and grounds maintenance programs.
- Basic mathematical principles.
- Principles and practices of safe work and safe driving.

Ability to:

- Perform minor maintenance activities related to area of assignment using a variety of tools and equipment in performing semi-skilled building and grounds maintenance duties.
- Perform manual work for extended periods of time in all types of weather.
- Communicate with co-workers and residents in a courteous and professional manner.
- Plan and organize work to meet schedules and deadlines.
- Operate a personal computer using various applications including e-mail, inventory control and maintenance work order software.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Maintain effective working relationships with those contacted in the course of work.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- To learn, interpret and apply pertinent codes, rules, regulations, policies and procedures related to grounds maintenance and/or building maintenance duties.
- Follow policy and adhere to procedures.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience/Training:

- High School Diploma or GED **and**;
- Three years of increasingly responsible building and grounds maintenance experience.

Physical Demands:

- Performs a variety of physical tasks including sitting, standing with movement, walking, bending/stooping, crawling, climbing, reaching above shoulder, reaching below shoulder, reaching at shoulder, crouching, kneeling, lifting, carrying and pushing and pulling; repetitive hand and foot motion; hearing and vision abilities in accordance with physical tasks. Working in confined spaces and ability to lift up to 50 pounds. Have manual dexterity to manipulate hand tools and maintenance equipment.
- Performs tasks in conditions that include work inside; work outside; wet; humid; noise/environment; chemicals; fumes; odors; dust; moving objects; slippery surfaces; safety equipment; special clothing; carpeted floors; linoleum floors or cement; cold (less than 50 degrees); heat (greater than 90 degrees); temperature change in accordance with physical tasks.
- Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made to the Resource Administrator.

Special Requirements:

- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Provide required proof of legal right to work in the United States.
- Employees in this classification will be required to pay monthly union dues.

- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

Yolo County Housing is an equal opportunity employer.

**FACILITIES DEPARTMENT
(2009 Position Descriptions)**

**YOLO COUNTY HOUSING
FACILITIES ADMINISTRATOR**

FACILITIES ADMINISTRATOR

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To plan, organize, direct and evaluate construction and/or real estate development projects and services; perform project planning and functions, including analytical, statistical and funding analysis on projects; oversee the budget and administration of the Capital Fund Grant Program as awarded by HUD and prepare reports and recommendations; coordinate assigned activities with other YCH departments and outside agencies; provides highly responsible and complex administrative support to the Executive Director;

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Executive Director.

Provides direction and supervision to assigned clerical and maintenance staff.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Assume management responsibility for all services and activities related to YCH buildings and grounds, new construction, construction rehabilitation and upgrades, Capital Fund Grant Program, and related administrative activities.
2. Oversees complex development and construction projects including owner inspections, change order analysis, project compliance and related functions.
3. Develops and tracks project schedules and budgets.
4. Compiles and prepares all necessary submissions to HUD needed to obtain and maintain Capital Fund grants, while ensuring timely and accurate processing including reports and annual plans as necessary.
5. Prepares and recommends annual capital budget, reviewing financial statements and reports and annual estimates of operating costs associated with development and asset management functions.

6. Oversee administration of grant for modernization activities, review, revise and update program; ensure program compliance with all grant rules and regulations.
7. Coordinate and assist in the development of comprehensive plans for new property development and for importing and/or maintaining existing facilities. This includes modernization and maintenance of public housing projects and/or YCH owned properties, and providing assistance in obtaining funding for new development and needed improvements.
8. Provides contract and program guidance and coordination with outside architects, project and contract managers on capital fund programs for publicly administered housing development, redevelopment, repair, and rehabilitation ensuring full compliance with all Federal, State and local statutes, regulations, and codes.
9. Reads, reviews, and verifies building plans for conformance and adherence to building specifications, codes and requirements; provides technical assistance on modernization, revitalization, rehabilitation and acquisition issues; reviews and monitors compliance with applicable Federal, State and local laws, regulations, and codes.
10. Researches and implements improvements in building products or systems which will serve to better utilize resources (i.e. energy saving systems and labor saving products and methods).
11. Serve as staff on a variety of boards, commissions and committees; research and prepare administrative reports and studies; prepare written correspondence as needed; prepare and present staff reports; attend Board of Commissioners meetings as required.
12. Administer and monitor service contracts held for construction and/or maintenance; review change orders, plans and specifications, ensure contracted services are conducted in compliance with contractual obligations.
13. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
14. Assist in the development and maintenance of safety programs; perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
15. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Project management techniques such as scheduling, budget preparation, and contract administration.
- Housing development including land use issues, environmental laws, construction techniques and entitlement processes.
- Principles and practices associated with the administration of federally funded residential projects.
- Principles and practices of building construction, maintenance, basic engineering, building codes and standards.
- Basic grant writing and administration.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Pertinent Federal, State, and local codes, laws, and regulations.
- Operations, services, and activities of a building and grounds maintenance program.
- Supervisory management and leadership principles.

Ability to:

- Read and interpret building blueprints, sketches and specifications.
- Prepare, review, and approve comprehensive business correspondence, reports, contracts, specifications, and estimates for pertinent projects, documents, manuals, and presentations.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

- Interpret and apply Federal, State, and local codes, laws, and regulations.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

- High School Diploma or GED **and**;
- Associates Degree plus four years experience in construction management, facilities management, real estate development, or project management and at least one year of public housing, local government, or non-profit experience or related experience **or**;
- Bachelor's Degree plus two years experience in construction management, facilities management, real estate development, or project management and at least one year of public housing, local government, or non-profit experience or related experience ; **or**;
- Six (6) or more years of full-time, increasingly responsible experience in a position involved in the provision of construction management, facilities management, real estate development, or project management and at least one year of public housing, local government, or non-profit experience or related experience.

Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing or construction environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 25 pounds and climb stairs. Occasionally may be required to twist, bend, crawl and crouch. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made the Resource Administrator.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.

- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Provide required proof of legal right to work in the United States.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

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**YOLO COUNTY HOUSING
MAINTENANCE WORKER I**

MAINTENANCE WORKER I

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To operate a YCH vehicle to dispose of furniture, debris, garbage and related refuse items; to assist in a variety of tasks in the maintenance and repair of buildings and grounds; to operate light power tools and equipment; perform unit cleaning and general office cleaning as assigned; to perform a variety of tasks relative to assigned area of responsibility.

This is the entry level class in the Maintenance Worker series. This class is distinguished from the Maintenance Worker II by the performance of the more routine tasks and duties assigned to positions within the series including collecting and disposing of refuse materials.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Facilities Administrator or Program Supervisor as assigned. Maintenance Worker I staff may receive direction from the Housing Specialist II, Resident Manager, or Senior Maintenance Worker of YCH assigned properties.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Operate YCH vehicles including trucks with lift gates; driving to YCH properties; collect and dispose of furniture, debris, garbage and related refuse items.
2. Separate various items to be disposed of to ensure compliance with rules and regulations of disposal area.
3. Perform grounds maintenance duties; mow, trim and edge lawn areas; trim shrubs, bushes and trees; apply pre-mixed chemicals in assigned locations complying with safety guidelines and hazcom/hazmat procedures.
4. Replace exterior and interior light bulbs and other items as identified and needed.

5. Perform daily maintenance on assigned vehicles; check fluid levels; check tires; report any maintenance requirements to supervisor.
6. Perform cleaning duties on building interior and exterior including pathways, gutters and related areas.
7. Provide assistance in building maintenance and repair by performing minor electrical, carpentry and plumbing duties as directed.
8. Operate a variety of power tools and equipment used in the repair and maintenance of buildings and grounds.
9. Respond to questions and/or complaints from tenants and make appropriate referrals.
10. Make minor adjustments on service equipment; maintain tools and equipment in working order.
11. Paint the interior and exterior of buildings including doors, moldings and walls.
12. In accordance with Government Code 3100, perform the duties as a disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
13. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
14. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Equipment, tools, materials, methods and practices of building maintenance and grounds maintenance.
- Basic repair and maintenance procedures and practices.
- Operational characteristics of tools and materials used in building and grounds maintenance programs.
- Principles and practices of safe work and safe driving.

Ability to:

- Perform minor maintenance activities related to area of assignment using a variety of tools and equipment in performing semi-skilled building and grounds maintenance duties.
- Perform manual work for extended periods of time in all types of weather.
- Communicate with co-workers and residents in a courteous and professional manner.
- Plan and organize work to meet schedules and deadlines.
- Operate a personal computer using applications such as e-mail for YCH communication or inventory control software.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Maintain effective working relationships with those contacted in the course of work.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Drive from site to site.
- Learn, interpret and apply pertinent codes, rules, regulations, policies and procedures related to grounds maintenance and/or building maintenance duties.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience/Training:

- High School Diploma or GED **and**;
- One year building maintenance experience.

Physical Demands:

- Performs a variety of physical tasks including sitting, standing with movement, walking, bending/stooping, crawling, climbing, reaching above shoulder, reaching below shoulder, reaching at shoulder, crouching, kneeling, lifting, carrying and pushing and pulling; repetitive hand and foot motion; hearing and vision abilities in accordance with physical tasks. Working in confined spaces and ability to lift up to 50 pounds. Have manual dexterity to manipulate hand tools and maintenance equipment.
- Performs tasks in conditions that include work inside; work outside; wet; humid; noise/environment; chemicals; fumes; odors; dust; moving objects; slippery surfaces; safety equipment; special clothing; carpeted floors; linoleum floors or cement; cold (less than 50 degrees); heat (greater than 90 degrees); temperature change in accordance with physical tasks.
- Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made to the Resource Administrator.

Special Requirements:

- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Provide required proof of legal right to work in the United States.
- Employees in this classification are required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

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**YOLO COUNTY HOUSING
OFFICE ASSISTANT I/II**

**OFFICE ASSISTANT I
OFFICE ASSISTANT II**

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a wide variety of general clerical duties in support of assigned program area; to greet and direct visitors to Yolo County Housing; to provide general information to potential applicants and tenants; to work with contractors and vendors; to coordinate management schedules; to organize meetings; and to perform a variety of clerical duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision and takes direction from the assigned management or supervisory level staff.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Perform general clerical duties including typing, filing, reception and mail distribution.
2. Type, proofread and process a variety of documents including general correspondence, memos, and statistical charts.
3. Receive, sort and distribute incoming and outgoing mail; ensure mail is processed in a timely manner.
4. Perform receptionist duties; answer the telephone and wait on the general public; give information on program policies and procedures.
5. Responsible for ordering office supplies; processing orders and receiving department head approval; submitting invoices to finance department.
6. Assist in the enrollment of participants in programs.
7. Issue, receive, type and process a variety of applications, payments and related documents.

8. Accept monthly rents and bills for fees; record payments; send delinquent notices when necessary; process bank deposits.
9. Schedule inspections and appointments as assigned; notify appropriate parties.
10. Sort and file documents and records; maintain alphabetical, index, and cross-reference files.
11. Assist in the organization of meetings or conferences and coordinate master and/or management schedules including contacting contractors, vendors, and/or government and community agencies.
12. Operate standard office equipment including copiers, facsimile machines, and computer hardware and software programs as assigned.
13. As assigned, process rental applications for housing units; prepare and maintain waiting lists of potential applicants.
14. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
15. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
16. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Basic computer software including MSWord, Excel and Outlook.
- Application of filing, indexing and cross-referencing methods.
- Operation of standard office equipment.

- Principles and procedures of record keeping, reporting, and filing systems.

Ability to:

- Communicate clearly and concisely, both orally and in writing.
- Learn the organization, procedures and operating details of the division or program to which assigned.
- Maintain accurate records and files including verification of data.
- Receive and distribute mail.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, contractors, vendors, other agency representatives, and the general public.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Learn and interpret pertinent Federal, State, and local codes, laws, and regulations.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience/ Training:

The general distinction between the Office Assistant I and II positions are summarized as follows:

	Office Assistant I	Office Assistant II
Experience	1+ years clerical experience	3+ years clerical experience
Education	HS diploma, GED or 12 th grade equivalent.	HS diploma, GED or 12 th grade equivalent. Associate degree preferred.
	Combination of education and experience equivalent to 1+ years.	Combination of education and experience equivalent to 3+ years.

Physical Demands:

Essential functions require maintaining physical condition necessary for sitting or standing for prolonged periods of time in an office environment. Have hand strength and the manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 10 pounds. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made to the Resource Administrator.

Special Requirements:

- If driving: Current automobile insurance in accordance with California law and, a valid California driver’s license, including a driving record acceptable to the YCH insurance company and insurable by YCH insurance carriers is preferred.
- Provide required proof of legal right to work in the United States.
- Employees in this classification are required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

Yolo County Housing is an equal opportunity employer.

ADMINISTRATION
(2009 Position Descriptions)

**YOLO COUNTY HOUSING
CLIENT SERVICES COORDINATOR**

CLIENT SERVICES COORDINATOR

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To coordinate a variety of activities designed to promote the socio-economic advancement and well being of YCH residents. Promotes and secures a variety of services (educational, counseling, job training, recreational, etc.) for YCH residents; plans, develops, coordinates, and implements the family self-sufficiency program; serves as the YCH liaison with community agencies on program issues; and performs a variety of duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Resource Administrator.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Coordinate all aspects of the YCH Family Self-Sufficiency Programs including client enrollment and orientations, case-management and community resource referrals to help families achieve goals. Develop FSS program needs assessment based on program participants' Individual Training and Service Plans.
2. Organize, develop, and recommend programs which promote a sense of community for residents; facilitate activities between housing residents, YCH, community agencies and outside organizations to achieve program goals and objectives; develop measurements and monitor progress toward goals.
3. Compose and prepare a variety of FSS program related written communications including correspondence, documents, reports, statistical data and grant applications, presenting a positive agency image. Evaluate and implement methods to increase FSS participation.
4. Serve as liaison with social service providers, community groups, and City and County governments on sensitive and complex issues related to YCH operations and programs; define problems, assess situations, and make recommendations on

possible solutions or course of action; mediate and facilitate resolutions. Serve on appropriate committees and participate at community meetings.

5. Conduct quarterly resident meetings to promote educational and training programs. Provide assistance in the development and distribution of materials which communicate YCH community issues including flyers, announcements and newsletters.
6. Monitor YCH community relations to evaluate potential conflict situations; assess reasons for conflict; determine appropriate response and with approval provide intervention services; ensure all activities are in compliance with YCH and mandated rules, regulations, policies and procedures.
7. Develop, maintain, and adhere to an annual budget for assigned grant programs (FSS, Resident Initiatives, etc.).
8. Coordinate services with other agencies, research recreational or community sponsored programs, educational training and related opportunities which may be appropriate for YCH participation; coordinate materials, facilities and other resources required for program implementation.
9. In accordance with Government Code 3100, perform the duties as a disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
10. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
11. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Public and private social programs, services and resources.
- Methods and techniques of evaluating resident social, community and educational program requirements.
- Economic and social factors which influence resident program needs.

- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Basic interview techniques.
- Principles and practices of housing assistance programs.
- Operation of standard office equipment.
- Pertinent Federal, State, and local codes, laws, and regulations.
- Principles and procedures of record keeping, reporting, and filing systems.
- Methods, practices, and implementation of managing caseloads.

Ability to:

- Evaluate, develop and implement community programs which meet YCH's goals and objectives.
- Monitor, assess, evaluate and resolve community conflict issues.
- Coordinate program activities with internal and external resources.
- Evaluate and facilitate social, economic and training programs which meet community needs.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.

- Follow policy and adhere to procedures.
- Interpret and explain Federal, State, and local codes, laws, and regulations.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

- High School Diploma or GED **and**;
- Associates Degree plus two years social service or related program administration experience **or**;
- Bachelor’s Degree is desirable; **or**;
- Four (4) years of full-time, increasingly responsible experience in a position involved in the provision of social service or related program administration experience.

Physical Demands:

Essential and marginal functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment; occasional bending and stooping, typing and operating assigned equipment. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made to the Resource Administrator.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver’s license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Provide required proof of legal right to work in the United States.

- Employees in this classification will be required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

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