



City of Tempe

HOUSING SERVICES SUPERVISOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	304	<i>Department:</i>	Human Services
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr. Recreation Coordinator
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives general direction from the Housing Services Manager or from other management staff.
Exercises direct supervision over assigned administrative and technical staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Four (4) years of experience, including public contact, in a subsidized housing or community development (CDBG) programs, social or community services agencies, including administrative and supervisory responsibility. Experience with Section 8 and/or CDBG/HOME programs is preferred.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major course work in social work, human services, sociology, public administration, or a degree related to the core functions of this position.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City's stated mission and values. To perform a variety of paraprofessional duties depending on assignment; to plan, organize and supervise the activities and operations of either the City's Housing Programs (Section 8 programs), or the Affordable Housing Section (CDBG and Home Investment Partnership Program (HOME)); to provide responsible administrative support to the Housing Services Administrator; to perform a wide variety of responsible and complex administrative duties for the division.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Plan, prioritize, assign, supervise and review the work of staff involved in the administrative and day-to-day operation of the City's Housing Programs (Section 8 programs), or the CDBG and HOME programs related to affordable housing activities, rehabilitation, acquisition, relocation and other redevelopment activities; provide administrative support duties for the Housing Services office.
- Assist the Housing Services Manager in planning, prioritizing and reviewing the work of staff in various other Housing services and programs (including Community Development Block Grant (CDBG) program, Home Investment Partnership Program (HOME).
- Assist the Housing Services Manager in preparing, reviewing and monitoring of the division budget; prepares budget requests.
- Act on behalf of the Housing Services Manager in the absence of the Housing Services Manager including signatory approval of required reports and documentation.
- Works closely with advisory committees on housing matters and policy development.
- Presents evidence in administrative hearings and court proceedings.
- Select, train, motivate and evaluate staff; provide or coordinate staff training; review work for accuracy and timeliness; work with employees to correct deficiencies; implement discipline and termination procedures.
- Provide routine and general information on division, department and City procedures, regulations, systems, and precedents relating to programs and area assignments.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for administrative and technical support; implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities; recommend improvements in workflow, procedures and use of equipment and forms.
- Prepare and revise various operating procedures, rules, and regulations upon request; develop and revise office forms and report format, as well as report preparation procedures.
- Participate and assist in the administration of the office; research, compile, analyze, and summarize data for special projects; budgets and various comprehensive reports and plans; prepare or direct the preparation of annual, quarterly or administrative reports; schedules for budget and sub-recipient monitoring.
- Compose correspondence related to assigned responsibilities, type and proofread a wide variety of reports, letters, memos and statistical charts; type from rough draft, verbal instruction; independently compose correspondence related to assigned responsibilities.
- Maintain calendars of office activities, meetings and various events; coordinate activities with other City departments/divisions, the public and outside agencies.
- Respond to and resolve difficult complaints and sensitive inquiries, disputes and issues; requests for services from citizens, tenants, landlords, applicants, clients and property owners and the U.S. Department of Housing and Urban Development in an open and creative manner.
- Coordinate and provide information to the public regarding Housing Services programs, which include affordable housing programs, fair housing programs and homeless programs through correspondence, interviews and telephone calls.

- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective June 2001
Reactivated & Revised January 2006 (job code change)
Revised November 2006 (update duties)
Revised December 2018 (education MQ)