



March 2019
FLSA: Non-Exempt

RENT STABILIZATION PROGRAM COORDINATOR I/II

DEFINITION

Under general supervision, provides responsible technical and administrative support for the Rent Stabilization Program; provides information and assistance to tenants, property owners, landlords and the general public about rent stabilization and eviction-related matters; assists in ensuring accurate, timely data management and the fulfillment of mandates related to City ordinances, and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Rent Stabilization Program Administrator. Exercises no supervision over staff.

DISTINGUISHING CHARACTERISTICS

Rent Stabilization Program Coordinator I: This is the entry-level classification in the Rent Stabilization Program Coordinator series. Initially under close supervision, incumbents with basic experience learn City systems, operations, practices, and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Assignments may vary with the skill and training of the incumbent. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods.

Rent Stabilization Program Coordinator II: This is the journey-level classification in the Rent Stabilization Program Coordinator series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions 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. Work is normally reviewed upon completion and for overall results.

Positions in the Rent Stabilization Program Coordinator class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Interviews, evaluates, educates, and counsels program participants on program requirements and regulations.
- Responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; and assists the public to appropriate resources.

- Assists program participants with filing formal complaints on various issues such as eviction, habitability and over-charging of rent; prepares, publishes and mails hearing notices as outlined in the regulations.
- Interfaces with other City Departments; attends City Council meetings, Rent Stabilization Board meetings, and Planning Commission meetings.
- Attends to a variety of details related to program administration, such as keeping informed of rent stabilization program activities, transmitting information to landlords, tenants and other interested parties, developing and maintaining the City's Rent Stabilization program website, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchases and maintenance, attending meetings, and serving on various task forces and committees.
- Organizes, coordinates, maintains, and updates departmental record systems, including database software; enters and updates information with departmental activity, files, and report summaries; prepares documents for imaging; organizes and maintains various administrative, reference, imaging, and follow-up files; periodically reviews and purges files in accordance with the records retention policy.
- Prepares, processes, and tracks program expenditures against program budget; enters purchase information into computer system; ensures issuance of purchase order; coordinates delivery of services and materials; receives vendor invoices.
- Checks and tabulates standard arithmetic or statistical data; summarizes and compiles such information and prepares periodic numerical reports.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of property listings, applications, petitions, records, and files.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, letters, and memoranda, including agenda items; types from rough drafts or verbal instructions; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Maintains calendars of board meetings, and board hearings; provides staff support to the board such as preparing and disseminating agendas, materials, and minutes.
- Assists with special projects.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Federal, state and local laws, rules and regulations relating to rent stabilization and affordable housing.
- Community resources that support landlords and tenants.
- Budgetary principles and practices.
- Current trends and developments in the area of rental housing.
- Housing markets, real estate practices, housing law and related land use principles and policies.
- Methods and techniques of research, statistical analysis and report presentation.
- Recordkeeping, report preparation, filing methods and records management/retention techniques.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum direction.
- Effectively analyze situations and applying logical thinking to solve problems or accomplish tasks; understand, interpret and communicate complicated policies, procedures and protocols.
- Researching, compiling, entering analyzing a variety of informational and statistical data and materials.
- Coordinating the services and enlisting the support of other department/divisions with the City and other governmental agencies.
- Monitor activities and ensure timely completion in compliance with the Rent Stabilization and Just Cause for Eviction Ordinance and its regulations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Rent Stabilization Program Coordinator I Education: Equivalent to a bachelor's degree in Public or Business Administration, Urban Studies, City Planning, or a related field and one (1) year of highly responsible experience in local government administration, Rent Control, landlord-tenant counseling, or housing program administration.

Rent Stabilization Program Coordinator II Education: Equivalent to a bachelor's degree in Public or Business Administration, Urban Studies, City Planning, or a related field and three (3) years of highly responsible experience in local government administration, landlord-tenant counseling, or housing program administration.

Licenses and Certifications:

- Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.

PHYSICAL DEMANDS

The standard office position requires an employee to access their work location, attend meetings, use computerized workstations, and lift paperwork and light-weight equipment or resources (less than 20 pounds). Typically, an employee will need to walk, stand, sit, use a keyboard, see, hear, bend, lift, and

twist. The employee obtains information from oral instructions, conversations, written reports, email, the Internet, and professional publications, and will process and analyze the information obtained. The employee will provide information orally or in writing, and work on numerous concurrent projects and tasks under deadlines. Typically, an employee will need to mentally process and analyze complex information, compose complex responses, interact with others, and present information and reports.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.