

JOB ANNOUNCEMENT: 6/28/2022

**LEASING SERVICES LEADWORKER
MONTHLY SALARY RANGE: \$5,781.75 - \$ 7,020.00/PER MONTH**

VACANCY

The Housing Authority of the County of Alameda (HACA) currently has a vacancy in the Leasing Services Leadworker classification in the Housing Programs department. The list of eligibles resulting from this recruitment may be used by any department needing to fill a vacancy.

The following documents MUST be submitted in order for your application to be given full consideration and in order for you to be considered:

1. Completed HACA employment application; and
2. Completed supplemental questionnaire.

Submission of a resume is optional.

POSITION

The Leasing Services Leadworker receives direction from the Programs Manager. This position requires a professional who has the ability to perform in an organization driven by challenge, change and teamwork. Typical responsibilities include but are not limited to:

- Acts in a lead capacity and assists management in the oversight of leasing, contract negotiation, inspections, and other program functions and ensures program compliance.
- Provides training and assigns and reviews the work of Housing Specialists and Housing Inspectors.
- Assists in resolving complex and unusual cases, including program and contract terminations and requests for reasonable accommodations.
- Provides technical guidance, interprets regulations, and helps resolve compliance concerns.
- Performs the duties of a Housing Specialist and/or Housing Inspector as needed.
- Assists management in the evaluation and improvement of policies, procedures, and operations.
- Assists with special projects as needed.

POSITION (CONTINUED)

IDEAL CANDIDATE

The ideal candidate will have solid experience and proficiency in:

- Leasing or management of rental properties receiving government assistance
- Assisted housing programs
- Microsoft Office 365 suite of programs (Excel, Outlook, PowerPoint, Teams, and Word)
- Electronic content management
- Interfacing with the general public and diverse populations
- Communicating with ease and providing excellent customer service

SUCCESSFUL CANDIDATE

The successful candidate will have many of the following personal attributes:

- Excellent interpersonal skills
- Capable of interacting with a diverse population
- Well-organized
- Proactive and enthusiastic

REQUIREMENTS

These are entrance requirements for admission to the examination which is competitive. *Possession of the entrance requirements does not assure a place on the eligibility list.* A candidate's performance in the exam will be judged in comparison with the performance of other candidates.

MINIMUM QUALIFICATIONS

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

HACA internal candidates only:

Two (2) years in the class of Housing Specialist for HACA.

External Candidates:

1. Equivalent to six (6) years of full-time experience in leasing or management of rental properties receiving government assistance. Possession of a Bachelor's Degree from an accredited college or university may be substituted for four (4) years of the required six years of experience. An AA degree from an accredited two-year college may be substituted for two (2) years of the required six years of experience.
2. At least one year of experience in a lead or supervisory capacity.

LICENSE

Possession of a valid California Motor Vehicle Driver's license.

EXAMINATION

The exam will measure an applicant's:

1. **Knowledge of:** local and federal laws, rules and regulations pertaining to public and private housing; methods and practices related to assisted housing; data collection techniques; principles of individual and group behavior, counseling techniques; property management procedures and techniques; Microsoft Word and Excel; and
2. **Ability to:** understand and apply applicable federal, state and local laws as they apply to assisted residential properties; function well as a team member; deal tactfully and effectively with people; read, interpret and apply rules and regulations; learn industry software and electronic content management software; communicate effectively orally and in writing; exercise discretion and use good judgment in relationships with co-workers, tenants, landlords and the community at large.

The examination will consist of the following steps:

1. Screening of all applications to identify those applicants who meet the announced minimum qualifications for acceptance into the exam;
2. Review of applications of those candidates who meet the minimum qualifications for selection of those best qualified to continue in the exam process;
3. A job-related interview (worth 90%) and a written exercise (worth 10%) of the candidate's overall score.

TO APPLY

Applications may be obtained on HACA'S website. If you have any questions, please call the HR department at (510) 727-8517. HACA will make reasonable efforts in the examination process to accommodate disabled applicants. If you have special needs, please call (510) 727-8517.

Applications and other required related documents must be filed within the official period advertised for each examination. Applicants are responsible for the truth of all statements made in their applications and other related documents. False statements are grounds for rejection of an application or discharge from HACA employment in accordance with applicable HACA Personnel Rules.

A completed HACA employment application and supplemental questionnaire MUST be submitted in order to be given consideration, using one of the following methods:

EMAIL TO:	MAIL TO:	FAX TO:
jobs@haca.net Please send as a PDF.	HACA / Attn: Human Resources 22941 Atherton Street Hayward, CA 94541	510.538.8877 Attention: Melissa Taesali, Executive Assistant

HACA is an Equal Opportunity/Affirmative Action employer. Women, ethnic and racial minorities, and disabled individuals are encouraged to apply. Applicants will be considered without regard to their race, color, religion, sex, national origin, age, disability or any other non-job-related factor.

COMPENSATION AND BENEFITS

Salary	Employees generally start at Step 1 of the salary range within the assigned classification. The monthly salary range is \$5,781.75 - \$ 7,020.00 per month.
Vacation & Sick Leave	Accruals are based on 37.5 hour work week schedule (full time). Sick leave accrues at the rate of one-half day per bi-weekly pay period. Vacation is granted annually starting with 2 weeks for the first 3 years of service.
Work Week & Holidays	HACA operates on a 9/75 schedule (offices are closed every other Friday) and on a bi-weekly pay cycle. There are 13 paid holidays and 3 floating holidays.
Retirement (Reciprocity with PERS)	Both the employee and HACA contribute to the Alameda County Retirement Association (ACERA). Employees entering ACERA after 1/1/2013, enter at the Tier 4 benefit level. Tier 4 mandatory employee contributions are 9.21% of the employee's eligible salary. Mandatory employee contributions are made through payroll deduction on a pre-tax basis.
Health Insurance	HACA contributes a fixed amount toward employee medical insurance under one of several recognized programs.
Dental	Dental insurance is fully paid by HACA.
Vision	HACA pays the premium for a vision plan for employee coverage; employees can pay premium for dependents.
Flexible Spending Account (FSA)	Employees may participate in an FSA for purposes of paying on a pre-tax basis for those expenses allowed pursuant to Section 125 of the Internal Revenue Code.
Credit Union	HACA employees are eligible to join a Credit Union.
Life Insurance	HACA pays the premium for a group life insurance benefit plan.
Deferred Compensation Plans	Social Security 457 Plan

BACKGROUND CHECK & PRE-EMPLOYMENT PHYSICAL

BACKGROUND CHECK

An applicant's previous employment may be investigated, and references will be contacted. Results of this investigation may be cause for disqualification.

Fingerprints will also be taken for a review of any criminal history. Any record of conviction may be reviewed by the Personnel Committee or Executive Director and may result in termination of eligibility for employment. A conviction record will not necessarily disqualify an applicant from employment.

Each case will be given individual consideration based on job relatedness.

PRE-EMPLOYMENT PHYSICAL

All prospective employees must pass a pre-employment medical examination before beginning employment. Offers of employment are conditional upon successful completion of this examination. HACA may disqualify any eligible on the basis of the examining physician's report.

CONTINUE TO NEXT PAGE FOR SUPPLEMENTAL QUESTIONNAIRE

LEASING SERVICES LEADWORKER SUPPLEMENTAL QUESTIONNAIRE

The purpose of this questionnaire is to provide candidates the opportunity to elaborate on their qualifications and experience in specific job-related areas. Your written questionnaire responses and application will be reviewed and rated. Candidates who meet the minimum requirements *and* are the best qualified for the position will continue in the exam process.

DIRECTIONS:

- It is critical that you respond to this supplemental questionnaire completely; however please limit your responses to one page for each question. Indicate your name on each page of your response.
 - **PLEASE BE ADVISED THAT** although you may possess the minimum requirements for this exam, you are not guaranteed advancement in the selection process.
 - Return your completed application and supplemental questionnaire immediately as the exam may close at any time. ***Applications submitted without a completed supplemental questionnaire will not be considered.***
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1. Describe your experience in housing, including the programs you have experience with and the types of activities in which you were involved.
2. Describe your experience in enforcing housing or social service program requirements. Provide examples of how you approach cases in which participants violate program rules.
3. Describe a work-related project or circumstance wherein you took a leadership role. What methods did you employ to achieve a successful conclusion? Explain why.
4. Describe an example of a time you faced a conflict while working on a team and how you handled it to achieve a positive outcome.
5. Describe your experience in a lead or supervisory capacity, including providing guidance and training and motivating staff who are under-performing.
6. Describe a time when you had to work with a frustrated customer who was unhappy with a process or outcome and the steps you took to de-escalate their frustration and provide clarity to the customer.