

Position Description

Position Title:	Assistant Asset Manager	Department:	Real Estate
Reports to:	Manager, Asset Management	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	July 2017
Representation Status:	Unrepresented	Date Revised:	October 25, 2024

Summary

The primary purpose of this position is to perform professional, technical and administrative duties under general supervision in support of all functions and activities of the Asset Management Unit including assisting the Manager, Asset Management in providing financial performance review and analysis, monitoring the execution of the capital needs assessment program, reviewing and implementing financing structures and assisting in negotiating acquisition of tax credit properties for an affordable housing portfolio owned by the Santa Clara County Housing Authority and its affiliates. This is the entry-level role in the Asset Manager series. The incumbent will coordinate assigned activities with the Manager, Asset Management, and foster cooperative working relationships among Agency departments. Initially, employees work under close supervision to apply concepts and methods to moderately complex tasks. Work follows established procedures, with detailed guidance for any changes. As experience grows, assignments become more varied, and employees work with greater independence, exercising more discretion and judgment.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority’s (“SCCHA”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Acts as primary point of contact for their portfolio with all Agency departments, local, state, and federal agencies, lenders, investors and other community partners associated with the asset.
- Monitors monthly financial performance of each asset and reports key property indicators such as unit turn time, occupancy, delinquency, collections, net operating income (NOI), debt service coverage ratio (DSCR), and cash flow, prepares a variety of financial documents and reports.
- Assists with or monitors, reviews and participates with property management in the development of property and capital budgets for assigned properties; assists in the development of the annual property budgets for all properties.
- Ensures properties are being managed in compliance with all lender, investor, regulatory, state and local regulations and guidelines, and in adherence to the Property Management Agreement.
- Prepares annual reporting including welfare tax exemption renewals, California Tax Credit Allocation Committee (CTCAC) Annual Owners Certification, California Debt Limit Allocation Committee (CDLAC) quarterly compliance reports, and other funder reports as required.
- Monitors the property management companies’ and service providers’ policies and practices, by completing site visits and file reviews, preparing memos to request corrections to deficiencies, and participation in the regular watch list meetings. Maintains direct communication on policy issues and meets periodically to discuss issues and concerns.
- Monitors preventative, long-term, and emergency maintenance of portfolio assets; observes and reports on physical condition.
- Learns to and interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.

Position Description

- Coordinates and may attend compliance inspections with outside monitoring agencies as needed; notifies staff of pending inspections; ensures sites are prepared for audit and inspection; and responds to any questions or items sited during inspection.
- Reviews audits, prepares waterfall analysis and annual cash flow distributions.
- Submits requests to procurement for proposals for professional services; assists in the evaluation of proposals and project award; administers contract after award.
- Directs and manages routine projects as needed for the Asset Management Team, including HQS inspections, waitlist opening, tenant survey and other projects assigned.
- Participates on specialized projects and programs such as the property management policy, resident services contracting, watch list meeting process, as needed.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- Participates in contributing to the overall quality of the Department's service; identifies and recommends opportunities for improvement in operations, procedures, policies, or methods.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Prepares and learns to present staff reports, various management and information updates, and reports on special projects as assigned.
- 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 applications, records, and files, establishes and maintains a variety of filing, record-keeping and tracking systems.
- Assists in the implementation and maintenance of internal financial procedures designed to enhance fiscal control and accountability of the Department and optimization of property revenues.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional and regulatory organizations, and in meetings with other departments; explains and interprets Department programs, policies and activities; negotiates and resolves issues.
- Participates in and makes presentations to a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of property management, construction, real estate development, and economic and workforce development.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:



Position Description

A bachelor's degree from an accredited four-year college or university with major coursework in community development, business, economics, urban planning, civil engineering, architecture, or a related field and two (2) years of progressively responsible experience performing asset management, real estate development, property management, and/or construction management functions. Certifications in Section 8 and LIHTC compliance, Fair Housing, and Excel are preferred.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer/Client Service: Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities to perform the position effectively including knowledge of administrative principles, program, project and budget development, contract administration, economic and workforce development, operating partnership documents, loan documents and other legal document. Familiarity with real estate, affordable housing, and related legal documents along with policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the management of property assets is essential. The position requires the ability to learn and understand relevant federal, state, and local laws including California Tax Credit Allocation Committee (TCAC) Regulations, California Fair Employment and Housing Act (FEHA), Low-Income Housing Tax Credit (LIHTC) Program, Americans with Disabilities Act (ADA), as well as organizational, administrative and management practices. Strong research and reporting skills are needed, along with the ability to manage



Position Description

projects, set goals, develop policies, manage time, and research and report on various topics using a broad range of methods, techniques, and procedures.

Judgement & Decision Making: Exhibits sound reasoning and critical thinking skills by making decisions in line with established Agency expectations. Make decisions in compliance with the law and Agency policies and subordinate personal interests and views while representing the Agency acting in an official capacity.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]