



Position Description

Position Title:	Asset Management Coordinator	Department:	Real Estate
Reports to:	Assistant Director of Asset Management	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	June 2020
Representation Status:	Unrepresented	Date Revised:	January 22, 2025

Summary

The primary purpose of this position is to perform a variety of technical and administrative support tasks for the Santa Clara County Housing Authority’s affordable housing portfolio and rehabilitation projects, responds to inquiries for information and researches and assembles information from a variety of sources for the completion of topics requested. The Asset Management Coordinator is responsible for specialized projects and/or forms for reporting, monitors and reconciles and records departmental, operational, fiscal, financial and statistical records, provides confidential administrative and project support for assigned management, departmental staff, and boards, coordinates on-boarding requests and office/cubicle moves for new hires and existing staff.

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.

- Coordinates relevant administrative functions in support of new construction, stabilized, and rehabilitation projects, including receiving and screening calls, providing information, referring matters to appropriate staff and resolving complaints as appropriate; screening incoming correspondence and arranging items by priority for prompt response or action; acting as liaison to other departments and agencies; coordinating events and related logistics; and arranging and preparing materials for meeting, and events.
- Performs clerical and data entry tasks as needed in order to track project financing and progress; monitors a variety of special projects/tasks; keeps the Assistant Director of Housing, Inter-Agency Relations, and Asset Managers advised in a timely manner of critical dates and actions required; initiates required correspondence.
- Provides confidential administrative and project support for assigned management, departmental staff, and boards. Schedules and coordinates meetings, seminars, conferences, and training sessions for department staff.
- Acts as meeting and/or committee secretary including preparing agendas and informational packets, setting up the room, operating audiovisual equipment, and taking and transcribing minutes for assigned boards, committees, and commissions.
- Develops and implements file, index, tracking, record-keeping, and database systems; research records within areas of assigned responsibility to prepare reports and provides follow-up information to inquiries.
- Monitors and orders office and other related supplies; prepares, processes and tracks purchases requisitions for services and materials.
- Participates in departmental projects and studies requiring coordination of activities across departmental and functional lines.

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- Documents and reports on the outcome and work to support the staff in order to complete projects including financial analysis for the stabilized affordable housing portfolio.
- Performs operational tasks such as creating and monitoring budget and expenditures; maintains accounts payable and account receivable processes including coding of invoices, contract billing records, preparation of check requests and processing of checks with the Finance Department.
- Assists the Asset Manager or Assistant Asset manager with annual cash flow distributions and instructs the Property Management agents on the payments.
- Attends and coordinates meetings, services, and events with vendors, community partners, and other stakeholders, including those that may be scheduled during evening and weekend hours.
- Coordinates on-boarding requests and office/cubicle moves for new hires and existing staff.
- Orients other staff to the processes and procedures of the tasks performed in their classification.
- 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.
- Provides assistance during due diligence periods to staff, lenders, investors, community groups and outside agencies involved in affordable housing rehabilitation or development activities and may attend public hearings and tenant meetings.
- Works with third party relocation consultant to ensure tenants' successful move-out and move-in and transition during the rehabilitation of a property and serves as a liaison with appropriate management on issues that arise that may affect tenants.
- 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.
- 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 individuals.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials; researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- 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:



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An associate degree in finance, public or business administration, or a related field and two (2) years of experience in providing administrative support in community development, real estate or affordable housing environment. Certification as a California Notary Public is desirable.

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 organizational and coordination practices as applied to the analysis, evaluation, development and implementation of programs, policies, procedures, along with research processes, report preparation techniques, administrative functions, such as database management, project financing, budgeting, risk and safety management, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports 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.



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

Strategic Capability and Leadership: Serves as a role model to others by keeping the agency's mission, vision and values at the forefront of decision making and action; applies administrative and leadership principles and practices to work, including strategic goal setting and program and policy development, implementation, and evaluation; supports a culture of professional employee development through mentoring and coaching; provides direction by effectively supporting and/or setting course of action for department, direct reports, and team members.

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]