

## **COMMUNITY SERVICES MANAGER**

### **DEFINITION OF WORK**

Employees in this classification perform supervisory and professional duties for the Community Development Department in the areas of housing rehabilitation, fair housing, and special populations. Employees in this class either develop and implement competitive and entitlement grant programs or direct all housing programs within the Department. Work includes assisting the Director in the development and updating plans required by HUD, assisting in program and project implementation, act as a liaison between community groups in identifying needs and developing action plans. Work also includes supervising the activities of all housing programs, reviewing and monitoring all activities related to rehabilitation, emergency repair and affordable housing, and developing and implementing housing policies. Supervisory responsibilities include overseeing the planning and implementation for community development programs to include grant research, analysis, and report writing; providing intake services, investigations, mediation and reporting requirements; performing housing inspections and identifying housing deficiencies needing attention for clients seeking services. Other tasks include approving contractor applications, reviewing compliance provisions for construction, conducting affordable housing inspections, resolving zoning issues soliciting and receiving bids for appraisal services, implementing the fair housing action plan, investigating housing discrimination complaints, providing assistance to recipients receiving or applying to receive special populations funding, performing initial housing inspections and identifying rehabilitative work needed followed by conducting final inspections at the completion of projects. Work requires extensive public contact, especially with property owners, clients, County Planning Department, realtors, attorneys and non-profit agencies and organizations. Work also requires a thorough knowledge of regulations related the specific program requirements which assigned. Work is performed under the supervision of the Community Housing Director and is evaluated through periodic conferences, review of records and reports, and the results obtained in the community projects.

### **EXAMPLES OF WORK**

Employees in this classification provide coordinative assistance to assigned staff providing community development and housing services; assist the Director in developing and maintaining the consolidated plan, annual action plan, citizen participation plan, performance reports and other documents required by HUD; oversee the development and implementation of the continuum of care; conduct research and identify available options for staff; meet with individual and organizations to provide program information and access to resources; provide technical assistance to all program sub grantees and participants; review records and progress reports; develop contracts including scope of services; coordinate and submit funding applications for competitive and entitlement funding; maintain and prepare a variety of records, forms, documents and technical reports; implement citizen participation activities; direct and supervise the activities of the housing staff; review and monitor all activities related to housing rehabilitation, emergency repair, rental rehabilitation and affordable housing programs to include plan review, inspections, approval, pre-bid walk orientations, pre-construction conferences, etc.; submit property reviews for approval to other agencies; assist in policy development and modification; implement and monitor housing relocation and replacement activities; conduct housing related workshops; perform related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from a four-year accredited college or university with a Bachelor's degree in planning, business, construction management, or finance with three years of program experience in community development programs to include fair housing and housing rehabilitation; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

Considerable knowledge of the federal and State regulations, policies, and rules regarding community development programs; considerable knowledge of housing rehabilitation and home ownership principles, practices and techniques; considerable knowledge of planning, practices, methods and techniques; considerable knowledge of real estate practices, loan closing procedures, minimum housing inspections and goals and objectives of the community development program; considerable knowledge of principles and practices of performing daily operations of housing rehabilitation to include inspections, identifying needs, approving work and payments, and compliance with applicable laws and regulations; ability to supervise others; ability to plan and implement community development programs; ability to ensure the establishment and maintenance effective data collection and records management systems and prepare a variety of reports and documents; ability to effectively use computer applications to collect, organize, and present data; ability to organize and coordinate the activities of the community development programs; ability to interpret and apply detailed regulations accurately; ability to communicate effectively in oral and written forms; ability to work effectively with property owners, potential homeowners, lending institution, realtors, attorneys, State agencies, federal agencies, nonprofit agencies and organizations, and IPDC staff; ability to build and maintain cooperative and effective public relations with the community.

**SPECIAL REQUIREMENTS**

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Employees are subject to hazards associated with office work such as ergonomic and visual acuity issues.

**PHYSICAL REQUIREMENTS**

Must be able to physically perform the basic life operational functions of stooping, reaching, walking, fingering, grasping, hearing, talking, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, handle proofing tasks, do extensive reading, and operate a computer terminal.

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