

**YOLO COUNTY HOUSING
LEASE AND RENTAL COORDINATOR
Non-Exempt**

LEASE AND RENTAL COORDINATOR

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, the Lease and Rental Coordinator is responsible for leading agency-wide efforts to effectively market housing assistance programs to new and existing landlords and property managers with the goal of expanding units available to families receiving rental assistance whether through housing vouchers, getting to zero vouchers, master leased units and other venues. The Coordinator will identify permanent housing units available in the rental market throughout the County of Yolo, develop partnerships with landlords, serve as the liaison between the landlord and housing program staff and participants in housing assistance programs to assist landlords with navigating program options, overcome barriers associated with participant households and work closely with support personnel to ensure successful access and sustained housing.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Housing Program Supervisor and/or the General Director.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Outreach and Marketing

1. Research rental market to identify prospective landlords for housing programs and generate leads for outreach and recruitment.
2. Network with landlords, renter's associations, property management businesses, and other local housing groups.
3. Proactively market housing programs to current and prospective landlords and explain all program facets of various housing programs, coordinating with local partners when applicable.

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4. Develop landlord newsletter, use social media, website and/or other marketing materials to promote the benefits of participation in YCH programs.
5. Create and implement landlord appreciation and recognition opportunities (events, publications, etc.).
6. Develop and maintain inventory of appropriate units for potential participants.
7. Oversee master leased and specialty units
8. Maintain in-depth knowledge of various forms of grants and subsidies provided through housing policy.
9. Provide monthly, quarterly and annual reports as required or requested.

Customer Service/Liaison

1. Serve as the primary point of contact for landlords/owners acting as liaison and mediator on tenant and/or housing issues.
2. Coordinate with client/social services staff in the provision of wrap around services.
3. Assist housing seekers with housing search processes including the development and presentation of rent ready curriculum in a group or one-on-one setting.
4. Conduct landlord satisfaction surveys, compile data, provide report and develop solutions to issues.
5. Maintain awareness of changes in market conditions and community processes that may impact vacancy rates and program services.
6. May assist with implementation of streamlined electronic access (i.e. tenant or landlord portals).
7. Conduct thorough investigations of complaints, activities and other issues that may arise related to landlord/tenant relations. Provide objective, comprehensive investigative reports to staff and/or management as appropriate. Assist with mediation as needed.

Master Lease Oversight

1. Responsible for providing oversight to YCH and/or New Hope CDC master leases for rental properties (ex. THP for Foster Youth, Buckeye, etc.)
2. Oversee, initiate and review inspection reports to YCH protocols and standards.

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3. Mediate tenant issues with owner, manager and/or community.
4. Procurement and contract oversight as assigned.

Common Essential Functions

1. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing CEO, Yolo County OES and/or the State of California DHS.
2. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to their supervisor or member of the management team; reporting any safety concerns to their supervisor, member of the management team, or member of the YCH safety committee.
3. Abide by the YCH Risk Control Policy Statement assuring the highest level of safety and well being of residents, tenants, employees, volunteers and visitors, abiding by all applicable laws and regulations which govern the health and safety of all, and employing risk control methods where feasible to prevent and control losses. Report any observed or reported health, safety, and risk concerns to their supervisor, a member of the management team, or member of the YCH risk control committee.
4. Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and techniques of strategic marketing and landlord engagement.
- County of Yolo housing market and geography.
- Marketing programs to community members; experience with vouchers and/or landlords preferred.
- Understand Housing Quality Standards (HQS); Certification in HQS preferred.
- Principles and practices of program compliance and administration.
- Basic interview techniques.
- Purposes, functions and organization of local governmental agencies and the functioning of their governing boards.

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- Pertinent Federal, State, and local codes, laws, and regulations.

Ability to:

- Prepare, review, and present clear and concise correspondence, marketing materials and reports.
- Devise and implement innovative approaches to maximize efficiencies.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with landlords, tenants, other agency representatives, and the general public.
- Work independently in the absence of close supervision meeting agreed upon goals.
- Respond to requests and inquiries from the public.
- Maintain confidentiality.
- Interpret and apply agency policies, rules and regulations.
- Interpret and apply Federal, State, and local policies, laws and regulations.
- Drive from site to site.

Experience and Training Guidelines

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

Experience:

- Two (2) years experience in the assisted housing industry, property management, Real Estate, project management or closely related field. Ideal candidate will have five (5) or more years experience.
- Demonstrated proficiency in preparation of spreadsheets and narrative reports.

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Education:

- Graduation from an accredited high school or an equivalent certificate or diploma recognized by the State of California (i.e. G.E.D.) is required. AA Degree and/or Bachelor's Degree preferred.

Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 25 pounds and climb stairs. Field environment requires travel from site to site; exposure to noise, weather conditions; moving objects and vehicles. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodations can be made to the General Director or designee.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Employees in this classification will be required to pay monthly union dues.
- Provide required proof of legal right to work in the United States.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

Yolo County Housing is an equal opportunity employer.

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