

MANAGER OF REHABILITATION SERVICES

DEPARTMENT : **COMMUNITY, PLANNING & DEVELOPMENT**
SALARY/GRADE :
FLSA : **NON-EXEMPT**
CIVIL SERVICE : **INCLUDED**
BARGAINING UNIT : **NON-BARGAINING**

GENERAL STATEMENT OF DUTIES

Technical, professional and supervisory position responsible for coordinating the federally funded housing rehabilitation program for low and moderate-income homeowners and for assisting in rental rehabilitation. The work is performed under the general direction of the Community Planning & Development Director and supervised by the Community Development Director, but considerable leeway is granted for the exercise of independent judgement and initiative. Supervises and coordinates activities of technical and clerical rehabilitation staff.

EXAMPLES OF ESSENTIAL FUNCTIONS

(Illustrative Only)

These functions are considered essential for successful performance in this job classification.

1. Coordinates and supervises activities of the rehabilitation staff and receives and investigates complaints.
2. Provides administrative and technical support to Community Development Director in establishing programs and objectives and developing procedures related to rehabilitation programs.
3. Assists in planning, organizing, directing and reviewing work of Community Development rehabilitation staff.
4. Carries own caseload including:
 - a. assisting homeowners in improving and rehabilitating their properties by offering technical advice and information on remodeling and rehabilitation techniques.
 - b. conducting client interviews and inspections to assess property needs.
 - c. preparing work write-up reports and cost estimates for rehabilitation work.
 - d. coordinating rehabilitation work with contractors.
 - e. preparing work agreement/contract between homeowner and contractor.
- f. conducting follow-up inspections of work completed by contractor as stated in the work agreement/contract.
- g. maintaining individual case files and cross-referenced files and other reports.
- h. providing technical information to property owners about financing methods available for rehabilitation purposes.
- i. maintaining liaison with financial institutions and government agencies.
- j. obtaining and interpreting credit reports on homeowners.
- k. preparing and assisting in processing applications for direct government rehabilitation grants and loans.
- l. submitting required reports to local, State and Federal agencies.
5. Assists in drafting revisions to the Residential Housing Code and recommends new or revised operating policies and procedures as needed.
6. Compiles reports, performs data entry and completes forms on personal computer using the applicable software.
7. Operates standard passenger vehicle.
8. Works independently and with others with minimum supervision.

9. Performs all work duties and activities in accordance with OSHA, Community Planning & Development and City policies, procedures and safety practices.
10. Attends work regularly at the designated place and time.
11. Performs related work as assigned.

REQUIRED KNOWLEDGE & ABILITIES

1. Working knowledge of building construction, remodeling costs and applicable codes and ordinances related to building construction.
2. Knowledge of conventional financing techniques and government financing process.
3. Personal computer skills and ability to learn related software applications, enter and retrieve information on a computer, develop computer-generated reports and update records.
4. Ability to read, understand and follow Federal regulations regarding government financed homeowner rehabilitation and remodeling.
5. Ability to interpret complex municipal housing codes and ordinances.
6. Ability to discuss rehabilitation and financing with homeowners and other interested parties.
7. Ability to make decisions and recommendations regarding rehabilitation and remodeling, following specific guidelines.
8. Ability to prepare and review cost estimates.
9. Strong organizational, analytical and decision-making skills with ability to participate in and discuss problems with people to arrive at solutions.
10. Ability to present materials and information in good report form, complete forms and keep accurate and thorough records.

11. Ability to communicate effectively orally and in writing, present facts and findings, give advice and recommendations and respond to questions from contractors, homeowners, government agency representatives and public officials tactfully and in a clear, concise and easily understandable manner.
12. Ability to maintain effective working relationships with other City employees, supervisors, contractors, financial institutions and the public.
13. Ability to work with people from a broad variety of social, economic, racial, ethnic and educational backgrounds.

ACCEPTABLE EXPERIENCE & TRAINING

1. Bachelor's Degree in construction technology, construction management or closely related field with minimum three years progressively more responsible experience in management, construction and rehabilitation or related field,

OR

Associate's Degree in construction technology, construction management or closely related field with minimum five years progressively more responsible experience in management, construction and rehabilitation or related field,

OR

Any equivalent combination of education and experience that provides the knowledge, skills and abilities necessary to perform the work.
2. Work experience must be verifiable with a government or financial institution, human services agency or construction or other related business enterprise.
3. Certification in Housing Quality Standard (HQS), Lead Paint Visual Assessment Certification, Lead Inspector/Risk Assessor, Iowa Association of Housing Officials Inspector Certification (IAHO), or able to obtain within six months of employment.
4. If operating a City vehicle, Iowa Driver's License and good driving record based on the

City of Waterloo driver performance criteria. Four or more moving violations within the previous three years, three or more moving violations within the previous one-year, or conviction or loss of license for DUI, reckless driving or other major moving violation within the previous five years will automatically eliminate a candidate from operating a City vehicle. Conviction or loss of license for DUI, reckless driving or other major moving violation after employment will result in revocation of employee driving privileges with a City vehicle. Four or more citations for moving violations within a three year period or three or more citations for moving violations within a one year period will be reviewed on a case-by-case basis and may result in revocation of employee driving privileges with a City vehicle. Two or more at-fault accidents within a three-year period while driving a City vehicle may result in revocation of employee driving privileges with a City vehicle.

ESSENTIAL PHYSICAL ABILITIES

The following physical abilities are required with or without accommodation.

1. Sufficient speech and hearing that permits the employee to respond to questions from clients, contractors, financial institutions, Federal agency representatives and coworkers in person or on the telephone.
2. Sufficient personal mobility that permits the employee to safely operate a passenger vehicle, visit rehabilitation sites, attend meetings at various City and community facilities and occasionally travel out of town.

3. Sufficient vision that permits the employee to operate a personal computer and passenger vehicle, review contracts, records, files, government rules, regulations and perform other technical and administrative responsibilities.

MISCELLANEOUS

1. The City of Waterloo will conduct a background investigation including employment and criminal history checks on any applicant being considered for this position.
2. Following a conditional offer of employment, the City of Waterloo reserves the right to require a physical examination and a drug test by a physician of the City's choice to determine if an applicant is capable of performing the essential functions of the position.
3. If using a City vehicle, must have Iowa Driver's License and good driving record based on the City of Waterloo insurability criteria.
4. Must submit to Civil Service examination procedures including a panel interview.

WORK SCHEDULE

Generally 8:00 a.m. to 5:00 p.m. Monday through Friday with one hour unpaid lunch. Must also be available outside these hours for department or City activities or meetings that require the attendance of the Manager of Rehabilitation Services. Occasional out-of-town travel. Limited overtime.

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