

DUTY STATEMENT
STAFF SERVICES MANAGER I

OUR VISION
All Californians living in homes they can afford.
OUR MISSION
Investing in diverse communities with financing programs that help more Californians have a place to call home.

EMPLOYEE INFORMATION

Table with employee information including Employee Name, Effective Date, Classification (Staff Services Manager I), Position Number, Division (Multifamily Programs/Asset Management), Location (Sacramento, CA), CBID (S01), Work Week Group (E), Tenure (Permanent), Time Base (Full time), and Immediate Supervisor (Deputy Director of Multifamily Programs).

POSITION DESIGNATED CONFLICT OF INTEREST

This position is designated under the Conflict-of-Interest Code. The position is responsible for making or participating in making governmental decisions that may potentially have a material effect on personal financial interests.

CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

This position requires the incumbent to communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment;

2 CCR § 172 – General Qualifications, states in pertinent part:

The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.

DIVISION DESCRIPTION

The Multifamily Programs Division is responsible for the financing and ongoing management of the California Housing Finance Agency's (CalHFA) Multifamily lending portfolio and subsidy programs. The Multifamily Programs Division is comprised of two sections: Multifamily Lending and Asset Management.

POSITION DESCRIPTION

Under the general direction of the Deputy Director of Multifamily Programs, the Staff Services Manager I is responsible for ensuring high quality execution of the ongoing monitoring and management of all assigned assets owned or financed by CalHFA.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other

Employee's Name	
Classification <b>Staff Services Manager I (Supervisory)</b>	Division/Section/Unit <b>Multifamily/Asset Management</b>
duties, commensurate with this classification, as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload. The duties and responsibilities include, but are not limited to the following:	
<b>PERCENTAGE OF TIME</b>	<b>ESSENTIAL FUNCTIONS</b>
40%	<p><b><u>Team Leadership, Management, and Staff Performance</u></b> Acts as team lead over assigned Asset Management staff in relation to managing, planning, organizing, training, and direction of staff members in the execution of their duties. Assists and trains staff on work assignments such as the review of insurance requirement, monthly/quarterly/annual property operating statements, annual budgets, and annual audited financial statements, in order to ensure that work assignments are being completed in alignment with the work of the Asset Management teams policies and procedures. Trains staff to ensure they can effectively and efficiently communicate with owner and property management agent to process replacement reserve requests, capital improvement needs, and physical deficiencies of the property. Assists staff in the coordination of Transfer of Physical Assets (TPA), loan modifications, rent adjustment, and other major events that affect the ownership of the property. Assists staff in ensuring that rent and occupancy levels for properties comply with the Agency's regulatory requirements/agreement by conducting certifications on restricted units. Approves time off requests, travel expense claims, and timesheets. Prepares annual staff evaluation reports and performance reviews on assigned staff.</p>
40%	<p><b><u>Asset Management Team Administrative Duties</u></b> In coordination with Housing Finance Officers, serves as point person with the lending loan administration team and Lending Officers for on updates to Multifamily System (MFS), assignment of lending team deals to Asset Management staff, and any other Asset Management and lending team administrative coordination. Coordinates with Asset Management Finance Officers on staff portfolio assignments and other administrative duties for the Asset Management team. Prepares correspondence and reports, performs data entry and maintains team data, and gives presentations as needed. Performs special projects and other related duties as requested, such as updating Asset Management handbook updates, audited financial statement handbook updates, developing spreadsheets for tracking, creating forms, and maintaining topics/information relating to training of Asset Management staff.</p>
15%	<p><b><u>Asset Management Team Training</u></b> Trains new staff on Asset Management team policies and principles for performing asset management related duties, such as portfolio management, completion of memos, and board reports going to senior leadership for approval, annual audits, and compliance. Stays up to date on Multifamily Asset Management procedures and changes to laws related to affordable rental housing compliance or Department of Housing and Urban Development (HUD) Risk Share. Prepares information on staffing requirements, recommends necessary training for staff, and submits request/recommendation to the Deputy Director of Multifamily programs for approval. Regularly communicates with representatives from state housing agencies, Federal, State, and County agencies, multifamily owners, multifamily housing partners, management agents, resident managers, and property tenants in order to quickly document and communicate changes to internal processes and procedures.</p>
<b>PERCENTAGE OF TIME</b>	<b>MARGINAL FUNCTIONS</b>
5%	Participates in staff meetings, attends training, provides work status reports, handles special projects, and other duties as assigned within the scope of the classification.
<b>PERSONAL CONTACTS</b>	
<ul style="list-style-type: none"> <li>Frequent contact with business partners, general public, all levels of Agency staff, CalHFA board members, and representatives from other governmental agencies.</li> </ul>	

Employee's Name		
Classification <b>Staff Services Manager I (Supervisory)</b>		Division/Section/Unit <b>Multifamily/Asset Management</b>
<b>SPECIAL REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>• N/A</li> </ul>		
<b>WORK ENVIRONMENT</b>		
<ul style="list-style-type: none"> <li>• Prolonged sitting</li> <li>• Works in a high-rise building</li> <li>• Uses a computer keyboard and reads from computer screens several hours a day</li> </ul>		
<b>PHYSICAL ABILITIES</b>		
<ul style="list-style-type: none"> <li>• Ability to occasionally transport up to 10 lbs.</li> </ul>		
<b>TRAVEL</b>		
<ul style="list-style-type: none"> <li>• Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.)</li> <li>• Travel may include overnight stay.</li> </ul>		
<b>EMPLOYEE ACKNOWLEDGEMENT</b>		
<p>I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.)</p>		
Employee Name	Employee Signature	Date
<b>SUPERVISOR ACKNOWLEDGEMENT</b>		
<p>I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.</p>		
Supervisor Name	Supervisor Signature	Date