

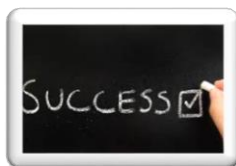


HOUSING AUTHORITY OF THE CITY OF SANTA BARBARA RESIDENT PROGRAMS COORDINATOR I

ABOUT HACSB

Housing Authority of the City of Santa Barbara (HACSB) is an award-winning and mission driven public agency with a reputation as a leader in the housing industry. HACSB has developed and/or secured over 3,600 units of affordable rental housing for Santa Barbara. HACSB does more than handle the day-to-day demands of providing affordable housing solutions, we strive to craft solutions to our community's affordable housing dilemma in a holistic manner and turn our visions into reality.

In addition to creating opportunities for our residents to reach their potential through innovative housing programs and resident and community services, we also create opportunities for our employees for professional growth and to contribute meaningfully to the workplace and the community. We foster a collaborative and respectful work environment where every team member plays a significant role in working together to further our mission of providing safe, decent, and quality affordable housing to persons with limited incomes in our community. Our HACSB team, led by a dynamic management team, is a motivated, fun and hard working group, dedicated to the agency's core values, the "5C's": Competence, Cooperation, Commitment, Communication and Compassion.



RESIDENT PROGRAMS COORDINATOR I

Exciting opportunity available for a full-time Resident Programs Coordinator I in our Resident Services Department. We are seeking a passionate and innovative individual that enjoys helping others to join our respected team of professionals. Under supervision, coordinates routine activities and services for a variety of programs serving Housing Authority residents and clients with an emphasis on family and senior services.

Key responsibilities include but are not limited to:

- Coordinate activities and services for a variety of resident services programs. Inform residents of services and programs available through the Housing Authority and the community.
- Act as a liaison with other Departments to encourage resident participation in programs and promote lease compliance. Work with residents to increase understanding of Housing Authority policies and resolve issues.
- Recommend program goals to residents and assist them in achieving objectives; establish schedules and methods for providing services to residents.
- Maintain records and reports pertaining to new or ongoing programs; maintain and file reports; prepare statistical reports as required.
- Respond to inquiries and resolve complaints concerning program events and activities.
- Coordinate a variety of special community collaborative programs.
- Drive vans to safely transport program participants.
- Ensure activities support program objectives and comply with Housing Authority policies and applicable regulations; makes recommendations to improve, expand or develop new programs to better serve residents and promote positive outcomes.
- Perform a variety of routine clerical and administrative tasks related to assigned area of responsibility.
- Interact with colleagues, residents, and Agency contacts in a professional, tactful and courteous manner, ensuring excellent customer service is delivered.

The ideal candidate will possess the following qualifications and personal attributes:

- A minimum of one year social service program coordination and clerical experience including experience working with the public;
- Knowledge of current social and economic programs and problems and community resources;
- Principles and practices of program development and implementation;
- Ability to establish and maintain excellent rapport with residents, families, children, seniors and community services organizations and motivate others;
- Knowledge of basic office practices and procedures including record keeping practices and telephone etiquette;
- Knowledge of modern office equipment and computers (MS Word, Excel and Outlook);
- Ability to communicate clearly both verbally and in writing;
- Basic methods, techniques and procedures of mediation and interviewing;
- Ability to perform responsible work using sound judgment and personal initiative;
- Ability to learn, interpret, explain and apply government regulations and Housing Authority policies;
- Valid California driver's license and DMV driving record in good standing that meets HACSB's insurability requirements is required; and
- Bilingual with Spanish (highly desirable).

Download complete position description at www.hacsb.org. Full-time position; 9/80 schedule Monday-Thursday and alternate Fridays. Must be able to work evening and weekend hours on a routine basis; some out of town travel.

COMPENSATION AND BENEFITS

The 5 step salary range is **\$19.49-\$23.69 per hour**.

HACSB offers eligible employees a generous and well-rounded benefit package including:

- Cafeteria Benefit Plan
- Group Health, Dental and Vision Plan
- Life, AD&D and Long-Term Disability
- 401(a) Employees' Money Purchase Pension Plan
- 457(b) Deferred Compensation Plan
- 12 Paid Holidays + 1 Personal Day
- Vacation
- Sick Leave and Catastrophic Leave
- Alternative Transportation Incentives
- Employee Assistance Program
- Recognition and Incentive Programs
- Training and Development

SELECTION PROCESS

If you possess the desired qualifications and want to work for an organization that improves the quality of life for our community and is passionate about helping others and making a difference, apply at the office or download application and supplemental questionnaire at www.hacsb.org and submit to: Human Resources, Housing Authority of the City of Santa Barbara, 808 Laguna Street, Santa Barbara, CA 93101. For primary consideration, applications and supplemental questionnaires must be received no later than **Thursday, April 27, 2017 at 5:30PM**; thereafter position open until filled. Selection process may include an interview and other testing designed to predict successful job performance.

If HACSB determines an applicant is suitable for the position based on a job related evaluation of skills and experience, prior to final selection and subsequent employment, applicant will be subject to a criminal background check, appropriate to the job functions and business necessity. Criminal convictions will not automatically disqualify a candidate for employment. The nature of the crime, time since offense, surrounding circumstances, and relevance of offense to position applied will be considered. Appointments are contingent upon successful completion of a post-offer medical exam.

The Housing Authority is an **Equal Opportunity Employer**. In compliance with the ADA, HACSB provides reasonable accommodation to qualified individuals with disabilities. Applicants with disabilities who require reasonable accommodations may contact Human Resources at (805)965-1071 or (805)965-2521 TDD to make accommodation requests. In accordance with **Section 3** of the Housing & Urban Development Act of 1968, HACSB promotes self-sufficiency amongst low income individuals and provides hiring preferences to Santa Barbara residents that meet Section 3 eligibility.