

CITY OF SAN JOSE
Housing Department Assistant Director

A newly created position as a result of considerable growth, the Housing Department seeks an accomplished and self-directed leader to manage the day-to-day activities of a fast-paced environment, ensure staff is onboarded and supported, and communications flows smoothly across the department while promoting a productive, accountable, welcoming, and engaging culture.

The City of San Jose is a full-service Charter City and currently operates under a hybrid Council-Manager form of government. The City Council consists of ten Council Members elected by district and a Mayor elected at-large. The City Manager, who reports to the Council, and the executive team provide strategic leadership that supports the policy-making role of the Mayor and the City Council and ensures the organization delivers high quality services that meet the community's needs. The City actively engages with the community through Council-appointed boards, commissions, and project specific engagement opportunities. Operations are supported by 6,885 full time equivalent positions and a total Fiscal year 2022-2023 budget of approximately \$5.3 billion. San Jose is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San Jose can be found on the City's website at www.sanjoseca.gov.

The Housing Department

The City of San Jose's Housing Department's mission is to strengthen and to revitalize the community through housing and neighborhood investments. The Housing Department has funded over 20,000 affordable apartments, oversees the Rent Stabilization Program that provides protection to both renters and mobile homeowners, and is implementing innovative programs to preserve restricted affordable apartments. The Housing Department also strives to make homelessness in San Jose rare, brief, and one-time, through the implementation of the [Community Plan to End Homelessness](#). The Plan is a collaborative public-private partnership with the County of Santa Clara's Office of Supportive Housing, the Santa Clara Housing Authority, and Destination: Home, a nonprofit. The Housing Department manages four U.S. Department of Housing and Urban Development Programs entitlement grants in addition to numerous state and local grant programs. Over the past two years, the Housing Department has played a major role in protecting the City's most vulnerable residents by investing over \$150 million in funding to respond to the COVID-19 pandemic.

The Housing Department has a capital budget of approximately \$228 million, an operating budget of \$16.5 million and 102 full-time employees including over 60 new hires. The Department is lead by the Director of Housing, Jacky Morales-Ferrand, a dynamic, credible voice and champion for affordable housing and advancing racial equity. The City is committed to creating a workplace that is welcoming, equitable, and is supportive of all of its employees.

The Position

In this newly created position, the Assistant Director reports to the Director of Housing, and works closely with her, the two Deputy Directors, the Housing Department's Leadership Team, and the City's management team in implementing the [City Manager's Enterprise Priorities](#), the [City Council Roadmap](#), and the Housing Department's Roadmap which provides priorities for the City and the Housing Department. The Assistant Director will initially have five reports.

The Assistant Director is responsible for the overall administration of the Housing Department including the budget, Human Resources, Technology, Emergency Response, and Communications, and ensures that systems, processes and communications flow smoothly across the Department.

With so much recent growth, a priority for the Assistant Director is to ensure people are properly onboarded, trained, and supported. The Assistant Director is responsible for advancing the Department's racial equity work plan and developing a productive and engaging culture.

The Assistant Director will be an energetic, self-directed, forward-thinking leader who has a keen eye for details, is very organized, an excellent writer, and understands or is curious about regulations. The Assistant Director has a high legal, ethical and moral compass, and one who thrives in a fast-paced, often-changing, very busy environment.

Additional Responsibilities Include

The Assistant Director is responsible for the day-to-day administration of these areas:

- With the Administrative Officer and Leadership Team, direct and participate in the preparation, implementation, and monitoring of the operating budget; review processes for assuring that progress is being made toward approved goals.
- Ensure the onboard plan for the Housing Department is current; onboard new hires so they are familiar with the City's policies as well as those of the Housing Department; ensure new employees have the tools they need to effectively do their jobs and understand programs they will be implementing; ensure supervisors understand their role in onboarding; ensure the Department is welcoming to everyone.
- With the Director, design and implement management performance reviews; encourage professional development; foster an environment that motivates and recognizes staff.
- Understand the Race, Equity and Inclusion work plan; advance mission by using racial equity tools to erase racial disparities in services to the public and workforce; monitor the progress toward meeting both external and internal goals.

ADMINISTRATION

- Develop and oversee annual work plans, programs, and projects consistent with the department's Roadmap, the City Manager's Enterprise priorities and the City Council priorities.
- Ensure that program implementation is consistent with the funding sources and that spending deadlines are met.
- Oversee the creation and distribution of work, support systems, internal reporting, and processes to create better accountability and quality of work.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures, identify opportunities for improvement, and direct the implementation of change; track service delivery quality and timeliness.
- Prioritize the Department's IT resources.
- Represent the Housing Department on the Emergency Management Team that is responsible for developing policies and plans in response to an emergency or disaster.
- Ensure that the Disaster Housing Plan is completed and updated as needed.

COMMUNICATIONS & EXTERNAL RELATIONS

- Serve as a representative of the Housing Department at meetings, conferences, and other public functions; support the Director in City Council relations.
- Act as the liaison to the Santa Clara County Housing Authority.
- Contribute to the overall quality of the Department's memorandums, reports, and website.
- Oversee and manage the work plan for the Housing and Community Development Commission.
- Ensure that the Department's Language Access Plan is followed and updated as needed.

Ideal Experience and Qualities

Candidates will be effective communicators, trusted partners and approachable leaders. They will demonstrate confidence, be sensitive, people-centered and results-oriented. They will be politically astute, creative, and a problem solver. They should work well in a fast paced and fluid environment. They should possess senior management experience with a successful record of achievement in leading change, assessing organizational cultures and being an active contributor to a highly skilled executive team. They will further develop an environment that creates a sense of belonging, breeds trust, and a culture of positive movement forward. They should be articulate, persuasive, and passionate about the Department's mission.

They will be able to quickly learn the City of San Jose's processes, systems, and priorities, and become known as a team player. They will champion justice, equity, diversity, and inclusion. They will understand the legacy of discrimination by the government and housing industry and the Department's role in Affirmatively Furthering Fair Housing. They will demonstrate appreciation of the value of input from a range of voices and the ability to ensure that all people feel respected and heard. This person will have strategic agility, drive for results, and demonstrate outstanding leadership skills. They should be a leader who promotes a cooperative work environment by allowing other's opportunities to train on new skills, ask for help when needed, and to learn from mistakes.

Candidates have experience building and maintaining strong working relationships with staff, the elected officials, community members most impacted by housing instability and homelessness, neighborhood groups, community-based organizations, grantee partners, affordable housing funders and developers, and other partners. They will possess outstanding verbal and written communication skills with the ability to make effective presentations to diverse audiences in multiple languages with the assistance of interpreters. They should have experience demonstrated building cohesive and successful partnerships with ethnically diverse groups.

Education & Experience Requirements

A Bachelor's degree from an accredited college or university with major coursework in public administration, public policy, urban studies, economics, sociology, or a closely related field is required. A Master's degree is preferred.

A minimum of six years of increasingly responsible professional experience at a senior level with administrative, policy and program work in a public or nonprofit housing or community development or financing organization, a nonprofit that provides services to people who are experiencing homelessness, a community development organization, including three years of management and supervisory experience in a leadership role.

Non-Discrimination Statement

The City of San Jose and Department of Housing are committed to maintaining a workforce that is free from discrimination on the basis of race, color, religion, national origin, ancestry, age, sex, disability, marital status, medical condition, gender, gender identity and gender expression, military status and veteran status, genetic information, and sexual orientation.

The Department welcomes and encourages applications from Black, Indigenous, People of Color, women, persons with disabilities, LGBTQ+ identifying individuals, individuals with lived experience of homelessness, current or former affordable housing residents, and other candidates who will contribute their unique lived experience, cultural awareness, and knowledge.

COVID-19 Mandatory Vaccination Policy

Per the City's [COVID19 Mandatory Vaccination Policy](#), the City requires all employees starting on or after February 11, 2022, to provide proof of vaccination as a condition of employment absent a documented medical and/or religious exemption. Proof of vaccination means that employees are required to be "up-to-date" with regards to the COVID-19 vaccine. Consistent with the Santa Clara County Public Health Order issued on December 28, 2021, "up-to-date" means that an employee is not only "fully vaccinated," but has also obtained any booster doses of a COVID-19 vaccination for which they are eligible, within 15 days of first becoming eligible.

If you received your second dose of the Pfizer or Moderna COVID-19 vaccine more than 5 months ago or if you received one dose of the Johnson & Johnson COVID-19 vaccine more than 2 months ago, you are eligible for and must obtain a booster shot to be up-to-date by February 11, 2022 or prior to your start date if after February 11, 2022. If you are not eligible, you will be required to get a booster shot within 15 days of becoming eligible.

Please let us know immediately if you believe that you have a medical and/or religious exemption so you can be provided information on how to submit an exemption request and commence the interactive process. Please be advised that if you are eligible and have not received your booster dose or have not been vaccinated but plan to do so, you will need to provide proof of vaccination (including booster, if eligible) prior to your start date.

Compensation

As can be found on the [City's Pay Plan](#), the pensionable salary range for the incoming Assistant Director is \$152,864.73 to \$246,943.45. Placement within this range will be dependent upon the qualifications and experience of the selected candidate. In addition, the incoming Assistant Director will receive a 5% ongoing non-pensionable compensation increase as part of [Executive Management and Professional Employees \(Unit 99\)](#). Further, the City of San Jose provides excellent benefits which include:

- Retirement Plan – Competitive defined benefit retirement plan reciprocal with CalPERS; defined contribution plan available as an option.
- Health Plan – The City contributes 85% towards the premium for the lowest cost plan. There are several plan options.
- Dental Plan – The City contributes 100% of the premium of the lowest cost plan for dental coverage.
- Life Insurance – City paid life insurance equal to two times salary.
- Leave – Generous vacation, executive leave, and holiday package.
- Deferred Compensation – 457(b) plan available.
- Savings Plan – Tax deferred medical and dependent savings plan.
- Additional Programs – Accident insurance, long-term disability insurance, and employee assistant programs are also available.

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