

POSITION TITLE: Landlord Relief Program Manager
DIVISION/ASSIGNMENT: Community Development
SUPERVISOR: Director, Programs & Housing Development
SUPERVISES: May supervise Program Assistant(s) based on program need

PURPOSE:

The Vermont State Housing Authority (VSHA) partners with local governments and nonprofits to develop and preserve affordable housing, promote individual and family self-sufficiency, reduce homelessness, and invest in community facilities.

The Landlord Relief Program Manager will be responsible for the management and day-to-day operations of the Landlord Relief Program and other landlord-focused initiatives at VSHA. This position will:

- Support and maintain landlord programs.
- Develop and maintain relationships with landlords.
- Provide landlords with information and technical assistance.
- Become a subject matter expert on various landlord programs and services.
- Interface between landlord programs and rental assistance programs.
- Be based in VSHA's Montpelier office with the option for flexing between office and remote work

RESPONSIBILITIES

- Review and process claims received by the Landlord Relief Program.
- Oversee all incoming landlord program claims and determine completeness and accuracy of submissions.
- Coordinate communication with claimants regarding incomplete or inaccurate claims.
- Communicate with landlords and Property Managers when eligibility is questioned.
- Inform applicants when additional documentation is required to proceed with the claim.
- Determine if claim qualifies for the program and ensures timely review and payment or denial of claims.
- Receive, evaluate, and process payment for claims in the order in which they were received by the landlord using established processes.
- Provide technical assistance and respond appropriately to questions or inquiries from interested parties such as landlords, stakeholders, other state agencies and the public.
- Manage the maintenance of data collection platforms.
- Support data management and reporting needs for the program.
- Communicate the updates on smart sheet and on improvements and maintenance as needed.
- Assemble and collate program data for further analysis by the Landlord Programs Administrator.
- Assist with the refinement of and adjustments to program practices to ensure efficient and effective service.
- Make recommendations to the Director regarding policy, process, and procedure changes.
- Develop website content including documents, forms, and information for various users.
- Other duties as assigned.

In addition, provide program support:

- Assist in providing consultation to VSHA on challenges and opportunities related to landlord mitigation programs.
- Assist in outreach and training efforts with tenant and landlord organizations, nonprofits, agency staff, tenant advocates, and landlords on public housing systems with the intention of growing access to private market rental units for people receiving public housing assistance.
- Assist in statewide communication efforts including giving presentations, coordinating webinars, or media outreach.
- Update and maintain program Desk Manual.
- Develop and maintain effective relationships with landlords and landlord groups.

- Develop and maintain a network of professional contacts in the property management, real estate industry, and local landlord liaisons.
- Collaborate with other state and local landlord mitigation or incentive programs to implement best practices.
- Participate in development and deployment of program benchmarks and goals relevant to the activities of this position including statewide outreach, liaison, and landlord training.
- Participate in development of a data system to support related claims, as directed.
- Track available revenue and budget payment of claims and other program costs accordingly.

QUALIFICATIONS

- Bachelor's degree AND two years of professional experience in real estate, property management, public housing, public administration, or a related field (professional level experience may substitute year-for-year for education).
- Three years of high-level experience using computer and web applications such as Excel, Word, Internet Explorer, and other applications and databases.
- Experience in high-pressure customer service settings.
- Experience in public speaking and providing trainings.
- Experience interpreting public policy.
- Demonstrated proficiency in translating technical requirements to a non-technical audience.
- Demonstrated communication skills, both verbally and in writing.
- Experience navigating political environments.
- Demonstrated supervisory experience.
- Ability to travel periodically.

PREFERRED QUALIFICATIONS

Experience in:

- Working with landlords, property managers, and tenants.
- Public rent assistance programs.
- Analyzing and coordinating technical assistance needs.
- Developing and managing budgets and reporting requirements.
Facilitating conflict resolution between stakeholders.
- Analyzing policies, laws, rules, or regulations.
- Reviewing residential or commercial construction or repair estimates.

This position is covered by a collective bargaining agreement.
Pay Grade 9 (Exempt under FLSA)

8/17/2022