

An exciting opportunity is now open.

Resident Services Manager
\$111,671 – \$149,650 Annual DOQ

Opening Date: October 22, 2024

Closing Date: November 8, 2024

The Santa Clara County Housing Authority (SCCHA) is the county's largest provider of affordable housing, helping make rental housing safe and affordable for approximately 20,000 low-income households.

How You Will Make an Impact:

The Santa Clara County Housing Authority (SCCHA) is dedicated to enhancing the quality of life for our residents and the broader community. We strive to create innovative programs that empower individuals and foster community engagement.

We are seeking a passionate and experienced Resident Services Manager to lead the development and implementation of programs aimed at enriching resident and community services. The ideal candidate will be responsible for monitoring and evaluating program performance, collaborating with various agency departments, and engaging with community stakeholders and individuals with lived experience to ensure effective planning and continuous improvement.

This position will require some evening and weekend hours.

Join us in making a difference in the lives of residents and the community. We look forward to welcoming a new team member who shares our commitment to excellence in service!

What Our Team Is Looking For:

Any equivalent combination of education and/or experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

- A bachelor's degree from an accredited four-year college or university in program administration, case management, social work, administrative, operations or a closely related field; and
- Four (4) years of progressively responsible experience in the administration of housing programs or other social service programs in a government or non-profit agency, including two (2) years of lead or supervisory experience.

Our Ideal Candidate:

The successful candidate will join a dynamic team of professionals and will possess the following skills:

- **Leader & Strategic Capability** – a mentor to inspire and motivate others, manages changes, adapts and influences others, has knowledge of the needs, functions, and goals of the

organization.

- **Exceptional Communicator** - expresses ideas clearly and concisely both orally and in writing. Values the diversity and differences brought by others, build, and maintain interpersonal relationships.
- **Judgement & Decision Making** – a critical thinker and problem solver. Makes decisions in compliance with the law and Agency policies.
- **Advancing Inclusivity and Leveraging Diversity** – Create a culture of inclusivity where individuals of diverse cultures, demographics, or backgrounds are valued for their unique perspective and talent.
- **Customer Service** – Design and develop programs providing excellent customer service to residents and the community.

For a detailed description of the position's essential functions, please click [HERE](#).

SUPPLEMENTAL QUESTIONS:

1. Do you have a bachelor's degree from an accredited four-year college or university in program administration, case management, social work, administrative, operations or a closely related field? Please describe in detail your two (2) years of experience leading or supervising a team.
2. Please describe your philosophy on housing and the needs of this community.
3. Please include details about a program you implemented, how you monitored and evaluated the program's performance, and any strategies you implemented for continuous improvement.