CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Rental Protection Program Specialist** **UNION:231**
SG:4
CS:N
DEPARTMENT: **Planning & Community Development** **FLSA:N**
EEO/SOC CODE: PR/13-1111

JOB SUMMARY:

The Rental Protection Program Specialist fulfills the City's Rental Registration and Safety Inspection Program (RR&SIP), and other rental protection objectives by coordinating and implementing registration, inspection and reinspection services, certification, education/outreach communication, and compliance and enforcement functions. Reviews the merits and makes recommendations regarding appeals, penalties and exemptions to the Development Services Manager and Planning & Community Development Director. The position oversees the development, administration and monitoring of quality control procedures for the RR&SIP program to ensure public health and safety, dissemination of information/education and compliance. The Program Administration Specialist assists in developing policies, procedures, municipal code revisions, and budget requests associated with rental protection measures. The Program Administration Specialist supervises program staff providing daily coordination, instruction and direction to ensure professional administration of the program. Additional responsibilities include aligning state and local landlord/tenant regulations, and continued assessment of the program to ensure objectives are met.

SUPERVISORY RELATIONSHIPS:

Reports directly to the Development Services Manager and receives direction from the Planning & Community Development Director. Works under general supervision and the guidance of applicable federal, state and local statues, regulations, policies, procedures and contractual agreements, and City and departmental policies, procedures, technical standards and protocols. Manages, directs and coordinates the Program's personnel. May coordinate and provide supervision of work performed by program staff, temporary employees, interns and/or consultants.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Researches, identifies and evaluates program operational requirements, external records and data congruency and necessary program resources. Oversees the coordination of registration, inspection, certification, education, compliance and enforcement. Recommends appeals, exemptions and penalties under the direction of the Development Services Manager and the Director of Planning & Community Development in accordance with Bellingham Municipal Code 6:15.050.

2. Leads and supervises the work of Program staff, including recommending hire, training, corrective action and performance management. Assigns work, develops performance standards and monitors results. Applies labor agreements and personnel and department administrative policies.

3. Fulfills existing and implements new statutory or administrative requirements for the RR&SIP and rental protection/stabilization measures.

4. Measures and monitors the compliance of property owners regarding the RR&SIP, including the recommended assignment of fees, late payments, and penalties according to the adopted fee schedules, Bellingham Municipal Code, policies, or procedures under the direction of the Development Services Manager.

5. Reviews inspection results and provides notices and educational information to homeowners/landlords. Coordinates with Building Inspectors, Building Official, or Rental Inspectors as needed related to compliance with applicable codes and ordinances.

6. Works with Code Enforcement and the City Attorney's office to address any property or rental unit(s) not in compliance.

7. Works collaboratively with inspectors, City attorneys and other City departments and externally with property owners and managers, and tenants and neighbors when acquiring information and coordinating assigned program activities. Responds to and resolves difficult and sensitive customer inquiries and complaints.

8. Assists with the management of the program budget, monitors program fund usage and develops budget requests.

9. Makes recommendations to the Development Services Manager and Planning & Community Development Director on department administrative or operational policies, procedures and systems, and develops applicable written documentation and materials.

10. Creates, implements, and presents education and outreach efforts to encourage and support voluntary compliance with RR&SIP requirements, including graphic and written materials to be used in presentations to community interest groups, property owners, property management agencies, tenants, as well as City Staff, Boards/Commissions, and City Council.

11. Serves as staff liaison and/or participant at meetings, trainings, and events related to the RR & SIP and rental protection/stabilization measures. May require attendance at meetings, training and events after hours or outside of the typical work schedule.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Federal, state and local laws, codes, rules and regulations as they relate to Rental Registration and Safety Inspection program, and well as Landlord/Tenant responsibilities or other rental protection/stabilization measures.
- City organizational structure, functions and operations.
- Principles, practices and techniques for preparing, maintaining and modifying handbooks and/or how-to guides, as well as other program related materials.
- Modern office procedures and methods.

Skills in:
- Time management proficiency

- Analysis interpretation and decision-making utilizing information and data
- Accurate and professional oral and written communication.
- De-escalation tactics that effectively reduce, prevent or resolve conflict.
- Interpersonal relations for establishing and maintaining effective working relationships with internal and external customers.
- Proficiency in use of commonly used software applications including word processing, spreadsheet applications, relational databases and presentation programs.

Ability to:

- Adapt and be flexible.
- Communicate clearly and concisely and exchange information over devices, in person, virtually or via telephone.
- Maintain effective working relationships with co-workers, property owners, property management agencies, tenants, boards/commissions, public agencies and private interest groups.
- Present in a public setting using professionalism, courtesy, tact, and good judgment.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physically perform the essential functions of the job, including:
- Frequently operates a computer and other office machinery such as a keyboard, mouse, phone and fax machine. Detects and interprets information in type and handwritten format on computer screens, printed materials, signage and labels. Detects and distinguishes sounds and tones from computer equipment.

WORKING ENVIRONMENT:

Work is performed in an office setting at a computer workstation with long periods of remaining stationary. The environment includes a normal range of noise and other distractions with frequent interruptions and low everyday risks working around standard office equipment. Frequently interacts with the public on the telephone and in person. May require attendance at occasional evening or weekend meetings or travel to professional meetings and training opportunities.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in public administration or a related field required.
- Three (3) years of experience in program administration with high public contact, including planning, developing and implementing program policy and procedure and establishing standards for administrative functions required.
- Strong computer skills in word processing, data management, spreadsheet and related applications required.
- Municipal or other public sector experience preferred.
- Multilingual skills, especially Spanish preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and abilities to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Willingness and ability to attend and participate in evening and weekend meetings as needed.
- Employment is contingent upon passing a criminal convictions and local background check.

PREPARED BY: B. Lyon
M. Barrett
4/24

REVIEWED BY: _____
Blake Lyon, Director of Planning
and Community Development

REVISED BY: