

HOUSING PROGRAM MANAGER  
Grade 26

General Statement of Duties

Performs advanced journey-level professional duties addressing policy, plan development, and resource allocation to define and implement the Town's approach to affordable housing, including coordinating with Wake County on CDBG resource allocation and Federal compliance oversight.

Distinguishing Features of the Class

The Housing Program Manager is responsible for implementing and maintaining the Town of Apex Affordable Housing Plan. Additionally, this position is responsible for deploying effective tools to reduce the loss of existing affordable housing units and to expand housing type and affordability with the goal of ensuring that housing choices are available for a diverse population.

Work involves coordinating with Current Planning to ensure rezoning cases, site, and subdivision plans are consistent with the Town's Affordable Housing Plan vision; developing and coordinating special plans and initiatives related to affordable housing; assisting citizens and developers with various issues; providing staff assistance to Town Council and various advisory boards; and serving on regional committees. Work involves providing technical guidance to department and Town staff, considerable research, and considerable public contact often in sensitive or emotional issues requiring judgment, firmness, and tact. The role also includes developing a favorable relationship between the Town and the community and between the Town and other municipalities and agencies. Work is supervised by the Long Range Planning Manager and is evaluated through review of work results obtained and overall acceptance of the programs by the Town's leadership and its citizens.

Duties and Responsibilities

Essential Duties and Tasks

- Manages the Town's affordable housing programs and initiatives.
- Independently leads implementation of recommendations in the Town of Apex Affordable Housing Plan.
- Recommends policy approach, develops programs, and identifies strategies to ensure successful implementation of affordable housing and CDBG activities.
- Analyzes data, including demographic, economic, and GIS datasets, and recommends systems to track and report analysis.
- Builds and strengthens nonprofit partner capacity, lenders, and other partners as necessary to support implementation of recommended programs and policy; strengthens collaboration between the Town, Wake County, and neighboring municipalities.
- Creates public education campaigns to heighten awareness of community affordable housing initiatives; translates complex issues into easily understandable concepts for a variety of audiences; understands and communicates evolving housing market trends and preferences.
- Designs and launches new tools and programs, continually adjusting to the changing needs as progress is made; manages a variety of projects and deadlines; recommends goals and

measurable objectives and tracks and evaluates progress toward those goals and objectives.

- Assists in preparation of annual operating budgets, financial forecasts, and tracking project expenditures; analyzes expenditures within budgets and reports findings to leadership.
- Prepares and manages the preparation of various complex federal, state, and local plans and reports as required by the program; maintains related records and files according to retention requirements.
- Participates in audits and compliance reviews of financial records, reports, organizational, and operational studies.
- Manages and operates in a dynamic fast-paced environment with high expectations for producing work, clearly articulating expectations, holding others accountable, and listening effectively while being honest, open, and transparent.
- Maintains highly effective, positive working relationships with Town staff, other local governments, non-profit partners and appropriate state and federal representatives.
- Participates and leads collaborative and consensus building activities as both a team leader and team member.
- Serves as staff to committees, commissions, and task forces when needed; including serving as the primary staff to the anticipated Housing Advisory Board.
- Plans, leads, and participates in workshops, meetings, and public hearings to explain affordable housing proposals; answers citizen questions concerning plans and problems; makes various presentations of staff recommendations and possible scenarios.
- Coordinates planning activities with affected federal, state, town, regional, and private agencies; coordinates approval processes.
- Provides research and input into the development of plans, ordinances, policies and procedures for the Town and the department.
- Manages contracts and agreements, as applicable, with consultants and partners.

#### Additional Job Duties

- Performs related duties as required

#### Recruitment and Selection Guidelines

##### Knowledge, Skills, and Abilities

- Comprehensive knowledge of the principles, practices, and techniques of housing and CDBG programs.
- Comprehensive knowledge of the sources of data and information related to defining housing issues and measuring success of programs.
- Comprehensive knowledge of the principles and practices of local, state, and federal budget and contract preparation.
- Comprehensive knowledge of contracting for professional services.
- Ability to plan, organize, and carry out complex research projects effectively and simultaneously.
- Thorough knowledge of local, state, and federal laws, regulations, zoning, land use, and other ordinances and codes.
- Thorough knowledge of the principles and practices of community development and public sector planning.
- Thorough knowledge of governmental laws, programs, and services pertinent to the community development and planning processes.
- Thorough knowledge of the environmental and socio-economic implications of the planning

process.

- Considerable skill in the collection, analysis, and presentation of technical data and planning recommendations, and ability to coordinate public participation processes.
- Considerable knowledge of the application of information technology to the work of the department.
- Skill in collaborative conflict resolution.
- Ability to establish and maintain effective working relationships with community groups, federal, state, regional, and Town officials, and the general public.
- Ability to plan, organize and coordinate large projects involving various interest groups and complete the project within established time frames.
- Ability to prepare comprehensive reports and studies.
- Ability to express ideas effectively in oral and written forms and make effective public presentations.
- Ability to provide leadership to committees and staff, facilitate meetings, build consensus, and work collaboratively with developers, town officials, and the community regarding development.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to interpret and apply pertinent federal, state and local laws, codes and regulations.
- Ability to present the results of research effectively in oral, written, and graphic form.
- Ability to establish and maintain effective working relationships with associates, contractors, municipal officials, representatives of other agencies, and members of the general public.

#### Physical Requirements

- Must be able to perform the basic physical life operational functions of reaching, crouching, standing, walking, fingering, grasping, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or 10 pounds of force frequently, and/or a negligible amount of force constantly to lift carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to examine and work with maps, operate a computer, inspect sites, and do extensive reading.

#### Desirable Education and Experience

Any combination of education and experience equivalent to graduation from an accredited college or university with major work in public administration, business administration, urban and regional planning, or related field, and considerable experience in housing affordability, CDBG administration, and public policy.

#### Special Requirement

Requires a valid driver license with an acceptable driving record.

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