

CLASS SPECIFICATION
Foreclosure Program Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, plans, organizes, and manages the City's foreclosure program; plans, implements and evaluates performance against program goals and objectives and ensures program results; may supervise technical and administrative staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single position classification responsible for planning, implementing and evaluating the City's foreclosure program and efforts. Assignments are broad in scope and results are evaluated based on accomplishment of objectives.

The Foreclosure Program Manager is distinguished from other program/project management positions at an equivalent level due to its specific focus on managing the City's foreclosure program

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Manages the City's foreclosure program; formulates overall program goals and researches, develops and implements program or project plans to meet goals and service objectives; develops and implements or recommends associated program policies and operating and administrative procedures; plans, organizes, implements and evaluates work activities to meet established overall program or project goals and objectives; analyzes alternative methods or processes to meet program and service delivery goals, including conducting cost benefit and resource requirement analyses; ensures program compliance with all applicable City and outside agency requirements.
2. Evaluates the effectiveness of program activities and makes or recommends program modifications; monitors conformance with program budget and other City requirements; prepares narrative and statistical program performance reports and recommendations.
3. Manage and coordinates program activities with City Council offices, and other bureaus and City offices.
4. Serves as the City foreclosure expert; provides training and technical assistance to City and other agency staff; answers questions and provides expertise and guidance throughout the foreclosure process; creates and interprets program policies and associated regulations; represents the bureau in meetings with other agencies regarding program issues.

5. Reviews all pending State legislation regarding new bills that may affect the City's foreclosure program; advises the City Auditor and the Office of Governmental Relations, makes recommendations on how the City should respond.
6. Reviews individual situations with property owners, establishes and negotiates payment plans; prepares payment agreements with property owners; makes recommendations to the Collection Committee for any financial adjustments; explains and documents the rationale for the recommendations; oversees the official notification to property owners regarding the decisions rendered by the Collection Committee.
7. Develops and reviews list of foreclosures for City Council approval; determines and approves collection strategies;
8. Administers all foreclosure case files; maintains contact with citizens; monitors all legal activity on foreclosure cases, informing and seeking advice from the City Attorney's Office; corresponding with property owner's attorney and assisting in the preparation for hearings.
9. Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with City Charter, Code, human resources policies and labor contract agreements, subject to director and City management concurrence.
10. Provides leadership and works with program staff to develop and retain a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices, and methods of program and organizational analysis.
2. Principles, practices, tools and techniques of program planning and management.
3. Federal, state and local laws, regulations and court decisions applicable to foreclosure.
4. Principles and practices of sound business communication.
5. Principles and practices of effective management and supervision.
6. City human resources policies and labor contract provisions.

Ability to:

1. Plan, organize, manage and direct program functions and activities to achieve program goals and objectives.

2. Analyze difficult program, operational and organizational objectives and issues, evaluate alternatives and reach sound, logical, fact-based conclusions and recommendations.
3. Collect, evaluate and interpret appropriate and applicable data, either in statistical or narrative form.
4. Coordinate program activities with multiple stakeholders and facilitate development of agreements and consensus.
5. Apply sound, creative problem solving techniques to resolve difficult program issues and problems.
6. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to program/project responsibilities.
7. Prepare clear, concise, accurate and comprehensive documentation, records, reports, and other written materials.
8. Present conclusions and recommendations clearly, logically and persuasively to both internal and external program/project stakeholders.
9. Organize, research, and maintain complex and confidential case files.
10. Organize, set priorities, meet deadlines, and exercise independent judgment within the foreclosure program rules and guidelines.
11. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.
12. Establish and maintain effective working relationships with City Council offices, bureau managers and staff, staff of other bureaus, representatives of other agencies, and citizens.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration or a closely related field; and at least five years of progressively responsible collections, foreclosure or other related experience; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: July 27, 2005

June 2009 - Change Job Class number from 7327 to 30000552, due to system change.