



METROPOLITAN TRANSPORTATION COMMISSION
invites applications for the position of:
BAHFA Doorway Manager

An Equal Opportunity Employer

SALARY: \$63.10 - \$80.03 Hourly
\$10,937.54 - \$13,871.43 Monthly
\$131,250.50 - \$166,457.20 Annually

OPENING DATE: 03/23/22

CLOSING DATE: 04/24/22 11:59 PM

DESCRIPTION:

DEADLINE TO APPLY IS SUNDAY, APRIL 24, 2022 AT 11:59 PM
IF YOU ARE INTERESTED, PLEASE APPLY IMMEDIATELY
First round interviews tentatively scheduled for Friday, May 6, 2022
A resume and cover letter are not required with your application, but highly encouraged

THIS IS A TIME-LIMITED POSITION TO END ON JUNE 30, 2026

Be ready to rethink your assumptions about the public sector. Flexible hours? Flexible work location? A beautiful, well-located, high amenity building for on-site work? Yes, yes, and yes!

The Metropolitan Transportation Commission (MTC) is the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area. For more information about MTC, visit www.mtc.ca.gov.

The Principal Doorway Manager will support the Bay Area Housing Finance Authority (BAHFA), a new Section of MTC focused on the advancement of the “3 Ps”: tenant protections, affordable housing preservation, and new housing production. Specifically, the Doorway Manager will lead the design and launch of one of BAHFA’s first pilot programs, “Doorway”, which will create an on-line portal allowing tenants to search and apply for affordable housing opportunities throughout the Bay Area.

Doorway will include features to assist housing owners and property managers in the listing and application process. Doorway’s goal is to alleviate the challenges Bay Area households face finding affordable housing and to simplify management of the lease-up process for owners and managers, while simultaneously gathering application and placement data that can inform regional housing policy. Doorway builds upon the collaborative efforts of several Bay Area jurisdictions to design and launch their own housing portals using a common, open-sourced code.

Under general supervision by the BAHFA Director, the Doorway Manager will take a leadership role in the creation and maintenance of the regional portal, including leading and managing multi-jurisdictional coordination and cooperation; coordinating the collection of housing data, occupancy preferences, and all additional policy and site-specific information relevant to affordable housing opportunities; procuring and managing technical consultants skilled in the design, development, training, launch, and maintenance of the portal; managing the project budget and developing a long-term financial sustainability plan; and creating the infrastructure for longer-term systems that handle web hosting, system maintenance, data privacy standards, vacancy updates, and demographic reports regarding all applicants and those households who successfully secure housing through the portal.

All employees at MTC are classified as Disaster Services Workers.

SKILLS AND ABILITIES:

The ideal candidate will have the following knowledge, experience, skills and abilities:

Knowledge of and experience with:

- Affordable housing application and lease-up processes, including lotteries, area median income requirements, special needs designations, and fair housing standards
- The typologies and main funding sources of affordable housing, including federal subsidies (Housing Choice Vouchers/Section 8), low-income housing tax credits, and local inclusionary programs
- Bay Area jurisdictions' specific occupancy preferences and how they are applied
- Property management protocols regarding re-leasing/selling at unit turnover
- Web application and cloud-computing technologies
- Product development life cycle, including system requirements, design, and testing
- Application security and data security
- Database and Customer Relationship Management (CRM) systems, e.g., Salesforce

Skill and Ability to:

- Manage a multi-jurisdictional collaborative effort
- Expertly manage procurements, contracts, and projects, including creating a clear work scope for consultants that delivers the desired work product on time and on budget
- Build strong stakeholder support and committed partnerships across the region
- Explain highly technical system operations in language accessible to lay audiences
- Communicate and present clearly and effectively to diverse stakeholder groups, both verbally and in writing
- Work independently
- Keep accurate records
- Make sound decisions within established guidelines, including risk management
- Implement, explain, and apply applicable laws, codes and regulations
- Use initiative and sound judgment within established procedural guidelines
- Collaborate with colleagues and external stakeholders in a team- and solutions-oriented way

MINIMUM QUALIFICATIONS:

An appropriate combination of education and experience that has provided the required knowledge, skills and abilities is qualifying. A typical way of obtaining the required qualifications is:

Education: A Master's degree from an accredited college or university in an appropriate field related to the area of assignment such as transportation planning, project management, public finance, transportation engineering, economics, business or public administration. *(Applicants with a degree issued from an institution outside the United States must have their transcripts evaluated by an academic accrediting service and provide proof of equivalency along with their application.)*

Experience: Three years of increasingly responsible experience in an appropriate field related to the area of assignment.

A Bachelor's degree in an appropriate discipline and four years of relevant experience is an alternative qualification.

License/Certificate: Possession of a valid California Class C driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Specific duties and responsibilities include, but are not limited to, the following:

- Procuring and managing technical consultants skilled in the design, development, training, launch, and maintenance of the Doorway portal
- Collaborating with MTC's Technology Services Section to create and manage the infrastructure and software for longer-term operations, including web hosting, system maintenance, and data privacy standards
- Leveraging database and CRM systems to effectively store, organize, analyze, and report data collected from the portal to inform housing policy and funding decisions
- Coordinating with local jurisdiction staff launching and/or operating analogous local housing portals to ensure alignment, achieve efficiencies, and advance regional goals
- Promoting Doorway to local jurisdictions without analogous local portals to facilitate their participation in the regional system
- Successfully collaborating and cooperating with key stakeholders, including community members needing affordable housing; housing developers and property managers; equity-focused advocates; MTC/ABAG governing commissions and committees; city and county housing staff and elected officials; and potential funders
- Providing prompt and professional service to key stakeholders that results in their effective participation in Doorway and builds the lasting partnerships necessary to advancing regional housing goals
- Performing contract management functions that include administering and monitoring multi-year project budgets, funding agreements and task orders; ensuring compliance with scope of work, budget, and schedule; and reviewing invoices to ensure accuracy and conformance to funding agreements and task orders
- Communicating clearly and concisely, both verbally and in writing, and distilling detailed program or policy concepts into compelling, relevant, and understandable memos and presentations
- Representing MTC/ABAG in a variety of meetings and/or events
- Performing other job-related duties as needed or assigned by the section

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APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.mtc.ca.gov>

Job #606
 BAHFA DOORWAY MANAGER
 JK

OUR OFFICE IS LOCATED AT:
 375 Beale Street, Suite 800
 San Francisco, CA 94105
 415-778-6700

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BAHFA Doorway Manager Supplemental Questionnaire

- * 1. Describe your experience managing contracts and consultant teams on complex enterprise technology projects. Specifically, describe your experience managing a contractor who had difficulties meeting key performance indicators (e.g., schedule or budget adherence). Include the mitigation and dispute resolution strategies you employed.
- * 2. Please tell us about a project you managed that involved multiple stakeholders and decision makers. Explain how you engaged stakeholders in the process, including how you addressed differing viewpoints and/or feedback that changed over time.
- * 3. Describe a strategic technology change you've championed or business process you've

improved, including the problem(s), process, solution(s), and benefit(s).

- * 4. Please describe in detail any experience you've had in the intricacies of affordable housing applications and leasing or a similar client-focused application process that involves rigid deadlines, puts a high premium on accuracy, and has high stakes for participants.

- * 5. I understand that this is a time-limited position that will end on June 30, 2026, and I am still interested in being considered.
 Yes No

* Required Question