

**NOW HIRING!**

# **HOUSING AND NEIGHBORHOOD SERVICES MANAGER**

**First Review Date of September 19, 2023**  
(Open Until Filled)

**\$153,590 - \$230,384, with a control point of \$191,986**



City of  
**Mountain View**





# City of Mountain View

Nestled between the Santa Cruz Mountains and San Francisco Bay, Mountain View is a diverse community, ideally located in the heart of the Silicon Valley (10 miles north of San Jose and 35 miles south of San Francisco). At just over 12 square miles, the City is home to over 83,500 residents, many nationally and internationally known corporations, and a thriving small business base.

Mountain View prides itself on providing excellent public services and facilities that meet the needs of a caring and diverse community in a financially responsible manner. While leading the region in innovation and ideas, the City remains committed to the traditional values of strong neighborhoods and citizen involvement. Mountain View boasts strong safety and public education records and is considered one of the best places to live in the Bay Area.

We wish you well and thank you for your interest in the  
City of Mountain View.



# The Housing Department

As part of the City's goal to "Building the Mountain View of Tomorrow," a stand-alone Housing Department was newly created and began operating in July 2023. Prior, the City's affordable housing function was part of the Community Development Department. The new, stand-alone Housing Department responds to the affordable housing needs of the community and region, guided by the following mission statement:

"The Housing Department advances diverse, inclusive, and equitable communities by developing and implementing a wide range of housing policies and programs related to affordable housing, rent stabilization, and tenant protection."

This innovative Department works to create, preserve, and improve a range of housing opportunities to serve an economically and culturally diverse community. The Housing Department is composed of two Divisions: the Affordable Housing Division and the Rent Stabilization Division. In addition to implementing a wide range of existing programs, the Department develops new housing policies and programs to respond to evolving community needs and in alignment with City Council Strategic Priorities and City values, including creating a Community for All, facilitating Intentional Development and Housing Options, and advancing the City's Race, Equity and Inclusion Initiative. The Department values engagement with stakeholders and the community, including those with limited English proficiency and multi-cultural perspectives, and seeks to reduce barriers and increase access to housing opportunities and resources through intentional program design, education, outreach, and translation/interpretation services. The Department collaborates with external groups and organizations, including community groups, non-profits, developers, other public sector agencies, and private and philanthropic organizations whenever possible to advance the Department's mission. The housing programs seek to contribute to complete communities and building social capital within and between neighborhoods.

The City currently has over 1,700 affordable housing composed of 1,500 units in 100% affordable housing projects and nearly 200 BMR units. The City has a pipeline of nine affordable housing projects, as well as several three additional projects on City-owned sites, for a total of twelve 100% affordable housing projects over the next several years units. Once completed, this pipeline will add over 1,300 units, nearly doubling the current supply of such housing.



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# The Position

The City of Mountain View is hiring a Housing and Neighborhood Services Manager.

Specifically, the focus of the Housing and Neighborhood Services Manager include but is not limited to the following:

- Manage the Affordable Housing Division composed of 6 FTEs and oversee the administration of existing Citywide affordable housing programs, as well as the development and implementation of new policies, programs, and strategies. These programs include the affordable housing financing program and advancing the project pipeline, the Below Market Rate Affordable Housing program, the federal grants program (CDBG and HOME), monitoring State/Federal housing legislation, developing a tenant displacement response strategy, and the Council Neighborhoods Committee and neighborhood grants program.
- Work closely with the Rent Stabilization Division and the Community Development Department on issues related to project development, replacement requirements, tenant relocation, and community outreach.
- Advance the implementation of Housing Element implementation items where the Housing Department is the lead or co-lead.
- Coordinate with other City departments and staff to advance related initiatives, such as the development of a homeless response strategy in coordination with the City Manager's Office, as well as the City Attorney's Office, the Finance and Administrative Services Department, and Public Works.
- Facilitate the development of affordable housing projects, including new construction and acquisition/preservation projects, including development of timelines, managing consultants, negotiation with developers, directing and performing research, and coordination with staff Citywide.
- Researching and securing new sources of Federal, State, regional, philanthropic, and private funding and grants for the City's affordable housing program, including for its new project pipeline, acquisition/preservation program, and other housing initiatives.
- Ensuring program compliance with Federal, State, and local housing regulations.

Depending on the needs of the Division and Department, as well as the skills and interest of the selected candidate, the Housing and Neighborhood Services Manager will also directly take on projects of their own, in addition to overseeing the Division programs and staff.

# The Ideal Candidate



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The ideal candidate will possess the following characteristics:

- Exceptionally professional, responsive, and politically astute.
- Excellent conceptual and strategic thinker with the ability to tactically develop and implement programs.
- Forward thinking with the ability to look around corners, anticipate issues, and building in options upfront.
- Starts with and identifies options for getting to “yes.” Approaches problem-solving in a non-binary manner.
- Stays cool under pressure and is able to nimbly respond to day to day issues that may arise while managing a robust workload.
- Excellent communication skills, both written and orally, with the ability to communicate effectively with City staff and the public. Experience with presenting to City Council and Committees. Understands the importance of framing and has exceptional storytelling skills.
- Excellent management skills, both in supervising staff and programs, as well as managing up.
- Proactively identifies issues/opportunities and advancing projects and initiatives.
- Highly collaborative and can work effectively in a wide range of settings and groups.
- Knowledge of administrative principles and practices, including goal setting, program development, implementation, evaluation, project management, and policy/program analysis and development.
- Proven ability to oversee, develop, manage, and implement complex housing and community development programs and projects of highest quality.
- Commitment to provide high-level customer service by effectively working with the public, vendors, contractors, and City staff.
- Knowledge of Federal, State, and local laws impacting affordable housing.



# Experience & Education

## Required

- Five years of progressively responsible professional experience in CDBG or HOME programs, affordable housing project management, policy, urban planning, or tenant-landlord programs, including three years of increasingly responsible project/program management functions.
- A bachelor's degree in public policy, public administration, political science, economics, urban planning, or a closely related field.

## Highly Desirable

- Federal grants management experience.
- Affordable housing finance and/or project development experience.
- Exemplary staff supervision experience.

# Compensation & Benefits



The annual salary range for this position is \$153,589.54 - \$230,384.18, with a control point of \$191,986.86.

Appointment beyond the midpoint may be considered depending on qualifications and experience. The City also offers a highly competitive benefits package that includes the following:

## Commute Incentives

Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution. Discounts for carpools, ride-shares, and a bicycle commute incentive as well.

## Vacation

Accrues at 12 days per year with 11 additional paid City holidays. Annual cash-out program available with vacation accrual capped at 200 hours.

## Sick Leave

Accrues at 12 days per year and an additional 4 hours of vacation leave is granted for each quarter when sick leave is not used.

## Management Leave

10 days per fiscal year; paid out at the end of fiscal year if not used.

## Health Insurance

Choose from four different medical plans through Health Net and Kaiser. The City pays the full premiums for dental and vision coverage for the employee and a significant portion of dependent coverage. Short and long-term disability, life, and accidental death and dismemberment insurances are provided and paid for by the City.

## Professional Development

\$1,000 per fiscal year in Management development funds in addition to a robust in-house training program.

## Paid Parental Leave

Paid Parental Leave Pilot Program with up to 8 weeks paid leave for the birth, foster, or adoption of a child.

## Tuition Reimbursement

Up to \$20,000 in tuition reimbursement funds for completion of a job-related bachelor's, master's degree, or approved leadership program.

## Retirement

2.7% at 55 years of age for CalPERS classic members and 2% at 62 for CalPERS new members. Deferred compensation plans are available for voluntary employee contributions.

## Retiree Health Plan

Employees can participate in a defined benefit or a defined contribution retiree health plan.

## Wellness

Wellness inclusive culture with access to an onsite employee gym and incentive pay for participating in the City's wellness program.

## Housing Loan

A low-interest loan up to \$250,000 is available to assist with purchasing a primary residence in, or within a 10-mile radius of Mountain View. (Subject to funding availability and meeting program qualifications)





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# Application & Selection Process

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Application materials will be screened on a continuous basis with a first application review date of Tuesday, September 19, 2023 at 5:00 pm PST. This recruitment may close at any time. To be considered for this opportunity, submit a complete application with a resume and cover letter to [CalOpps](#).

This is a confidential process and will be handled accordingly throughout the various stages of the process.

Following the first review date, applicants with the most relevant qualifications will be granted preliminary interviews with an oral board. Candidates deemed to be the best qualified will be invited to participate in additional interviews and a meeting with the Housing Department. The City anticipates making an appointment in a timely manner, once reference and background checks are completed. Please note that references will not be contacted until mutual interest has been established.

**APPLY**  
**NOW!**





City of  
**Mountain View**

**Empower People • Foster Collaboration • Support Continuous Learning  
Enhance Our Community • Champion Wellness • Lead with Empathy  
Embrace Change & Innovation**

**CITY OF MOUNTAIN VIEW**

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