

**Senior Housing Investigator (8517)  
Task List (2020)**

**Supervision**

1. Manages and organizes a team of professional and clerical staff by planning, assigning, and reviewing work of staff engaged in activities such as investigating, gathering and collecting data for analysis, preparing reports, narratives and supporting documentation for inclusion in cases in order to meet management priorities and work objectives, resolve housing cases, and attend to public inquiries related to housing law.
2. Supervises staff members engaged in tasks such as complaint investigations or administrative functions related to Rent Stabilization Ordinance (RSO) violations, code enforcement violations, and/or Compliance Division issues in order to ensure housing rights and laws are complied with for the safety of the public, including tenants and landlords.
3. Trains team members and other staff engaged in the performance of investigative work and community education regarding housing laws and regulations, using materials and methods such as procedure manuals and on-the-job training, in order to ensure that staff is well-versed in departmental procedures or processes.
4. Communicates City and departmental personnel policies and standards of confidentiality related to gathering evidence, such as keeping all information provided by constituents confidential and not sharing this information to other stakeholders, to all team members in order to be compliant with applicable Federal, State, and local laws.
5. Recommends staff for training and professional development opportunities relevant to work duties and training needs and ensures that staff is able to access training offered by own department and/or Personnel Department in order to gain knowledge, skills, and abilities necessary to understand the job in a more thorough manner and perform higher level duties to prepare for promotional opportunities.
6. Interviews prospective candidates applying for vacant positions, such as Housing Investigator or various clerical positions, in order to evaluate their qualifications and/or expertise needed and make selections using job related criteria in order to obtain the most qualified candidate.
7. Submits budget requests including justifications for staffing, materials, and equipment using software such as internal department databases and/or Microsoft Office in order to ensure functionality of the section or unit and ensure the goals and standards of the department are being met.

8. Communicates with various stakeholders, including upper management, staff, employees from other City departments, and the public in person, via email, or through telephone or conference call in order to discuss information such as housing law and regulations and violations.
9. Develops and implements division policies, procedures, and work plans such as enhancing case quality and modifying procedures based on new or existing law, under direct supervision of upper management in order to provide training to staff and meet Department mission and goals.

### **Written and Oral Communication**

10. Drafts comprehensive narratives, reports, and transmittals, such as notices to comply, demand letters, case summaries, technical amendments, and new program proposals in response to City Council motions related to the Rent Stabilization Ordinance (RSO) and housing codes in order to clearly and concisely define issues, provide more support for the RSO, recommend courses of action, and/or implement new programs.
11. Drafts periodic reports and audits on the performance of the unit, such as end of month reports and case management metrics, in order to monitor staff caseloads, provide management information about staffing, and ensure departmental goals are being met.
12. Presents information to the public about housing-related issues and information, such as newly adopted laws, application of the Rent Stabilization Ordinance (RSO) and other related programs, and addresses concerns brought about by stakeholders in order to educate constituents.
13. Presents information such as investigative reports and recommendations to revise regulations before the Rent Adjustment Commission (RAC) and City Council in order to provide sufficient information for hearings and draft and/or change regulations to enhance the interpretation of the Rent Stabilization Ordinance (RSO).
14. Collaborates with staff from within the Department, Council and Mayoral offices, the City Attorney's office, other City departments, and other governmental agencies, along with other non-governmental stakeholders, to develop solutions to shared problems, such as habitability, evictions, rent increases, or other related housing issues in order to provide consistent information across all channels.
15. Advises stakeholders such as landlords and tenants on effective negotiation and mediation techniques used for housing-related issues, including mutual agreements and the formulation of binding contracts in order to ensure adherence by both landlords and tenants to housing laws and regulations.

## **Investigations**

16. Attends hearings to provide information and testimony, such as Rent Stabilization Ordinance (RSO) facts and demand letters, for department hearings and court proceedings in order to serve as the person most knowledgeable on housing related-issues during these hearings.
17. Issues legally sound written findings on housing-based suggestions or recommendations based upon a defensible interpretation and application of relevant state and local laws, regulations, and departmental policies, such as the Rent Stabilization Ordinance (RSO), Rent Adjustment Commission (RAC) regulations and related programs, in order to ensure compliance with these laws, regulations and policies.
18. Communicates with landlord, tenant, and/or their representatives regarding issues such as eviction and rent increases in order to investigate and enforce the Rent Stabilization Ordinance (RSO) or other related programs.
19. Verifies housing-related information, such as property ownership, land use, and jurisdiction, using software and other information systems, such as internal department databases and legal research systems, in order to prepare, plan, and manage/oversee the work of a unit engaged in investigations and compliance.