

CITY OF BUFFALO URBAN RENEWAL AGENCY

NOTICE OF VACANCY

JOB TITLE: Program Manager

DATE: July 8, 2021

NO. OF POSITIONS: One (1)

HRS. OF WORK: 40 weekly

SALARY: \$52,201

LOCATION: BURA Executive Office
920 City Hall

GRADE: 26U

Program Manager General Description

The Program Manager position at assists City of Buffalo Urban Renewal Agency (BURA) with implementation of economic and community development programs as part of one or more Program Teams. Programs may be federally funded, non-federally funded, or a mixture of the two. The Program Manager may assist in drafting and finalizing program rules, objectives, and success metrics. As members of assigned Program Teams, Program Managers will assist assigned managers to manage implementation of approved programs in accordance with the approved rules and objectives.

Program Managers may assist in the management of more than one program at once across a variety of economic and community development areas of expertise, including single-family housing development, home repair, rehabilitation, weatherization, multi-family housing development, commercial corridor revitalization, arts and culture, and other areas as specified in citywide planning efforts. Program Managers will participate in, help prepare for, and take and distribute minutes during regular meetings with their Program Teams. Program Managers will assist in drafting regular reports on program progress, including funding distribution to date, ineligible applications and the reasons for ineligibility, options provided for ineligible participants, key issues in implementation, and geographic distribution of resources, monitoring results and other metrics.

Program Specific Description

The Program Manager hired for this position would spend the majority of their time supporting and assisting the Fair Housing Officer and other individuals on the City and BURA's Fair Housing Team. The City of Buffalo and BURA are charged with enforcing local and federal Fair Housing laws through the BURA's Office of Fair Housing. Fair Housing laws prohibit discrimination against residents seeking housing based on race, creed, color, national origin, sex, disability or reliance upon a therapy dog or cat, familial status, marital status, age, sexual orientation, gender identity and expression, military status, or source of income. The Office of Fair Housing seeks to redress such housing discrimination through education and enforcement; it also seeks to resolve other forms conflict between tenants and landlords to ensure that residents remain safely and stably housed. The COVID-19 pandemic has resulted in increased tension and conflict between landlords and tenants due pandemic related loss of income and the eviction moratoria. The Fair Housing Program Manager is charged with assisting the Fair Housing Officer investigate the increasing volume of complaints, deescalate conflict, and work with all parties to avoid resident eviction and displacement.

Duties may include, but are not limited to:

- Assist Fair Housing Officer with cases from initial contact through complete
- Assist Fair Housing Officer with reporting

- Assist Fair Housing Officer with calls and data through 311
- Assist with drafting program design materials and rules that meet City goals for economic and community development and that effectively use federal and non-federal resources
- Serve as a key member of multiple Program Teams that may include underwriting staff, housing support staff, monitoring staff from Program Management, Project Management, FCA, and Legal. Coordinate and prepare for regular Program Team meetings. Take minutes at Program Team meetings and distribute.
- Coordinate with and provide technical assistance to Community Based Organizations involved in building each program pipeline and/or executing each program. Assist the Senior Program Manager to develop and administer training and assistance programs for partners as needed to ensure successful execution. Maintain positive relationships with CBO partners.
- Other coordination and program management duties as assigned.

Desired Qualifications and Skills:

Detail-oriented, supportive as a team member, and flexible in changing circumstances. Interested and informed on local, state, and national best practices for program design to address the many community development and economic development needs of the City of Buffalo.

Minimum Requirements:

- A Bachelor's Degree and two years relevant experience or an Associate's Degree with 3 years relevant experience in a related field
- Experience in relevant fields will be considered in lieu of formal education
- At least 3 years of experience working in a nonprofit, community service or government, preferred
- Must be able to work collaboratively with internal and external partners
- Customer service experience and knowledge of fair housing laws also preferred.
- Must possess clarity and organization in preparing written material and a working knowledge of Microsoft based office suite software.
- Must possess excellent time management skills, ability to prioritize work, and excellent communication skills
- Must be knowledgeable of de-escalation techniques in communication
- Bi-lingual, preferred but not required

Designated Funding Source:

- This position is funded by a designated and limited funding source, specifically, the federally funded Coronavirus Aid, Relief, and Economic Security Act (CARES ACT), for a limited duration. In addition to all other conditions of employment with the Agency, this position is contingent on the continued availability of this funding source to fund this position in order to carry out the Statement of Duties and/or Scope of Work attached hereto as **Exhibit A**.

Residency Requirements:

As a condition of Employment, appointee must establish and maintain residency within the City of Buffalo during their tenure of employment. Residency must be established within 90 days of starting date of employment.

Cover letter and resume should be submitted by July 23rd, 2021, to the attention of Scott C. Billman, BURA General Counsel via email to sbillman@city-buffalo.com. Cover letter and resume will also be accepted via Regular U.S. Mail to the following address:

City of Buffalo Urban Renewal Agency
65 Niagara Square
920 City Hall
Buffalo, New York 14202
Attention: Scott Billman, General Counsel

EXHIBIT A

STATEMENT OF DUTIES AND SCOPE OF WORK

BURA seeks a community outreach specialist to expand and enhance its Office of Fair Housing. BURA's objective is to increase access to quality affordable housing for City residents regardless of race, source of income, ability, familial status or status in any other lawfully protected category. The successful candidate's duties include but are not limited to: communicating and educating property owners and tenants about local, State and federal Fair Housing Laws; engaging trade associations, advocacy groups and social services organizations in fair housing education; assisting with dispute resolution where possible; and collaborating with community partners and Housing Court to support the overall agenda of fair housing. The successful candidate will be part of a larger housing initiative that emphasizes resource allocation and support for tenants and landlords leasing property in neighborhoods at high risk for eviction and neighborhoods disproportionately impacted by Covid-19. Candidates must demonstrate the ability to build and sustain relationships with residents and community partners and an ability to read and comprehend materials related to fair housing laws and their enforcement. Candidates must be self-directed and motivated.