



Department of Housing and Community Affairs, Montgomery County, Maryland

Landlord Tenant Affairs /CCOC Manager, Manager III

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WORK4MCG → Search Jobs. See Job announcement **IRC52687**.

JOB DESCRIPTION

The Manager III plans, supervises, coordinates, and reviews the work of Investigators in the Landlord-Tenant Affairs Section and the Commission on Common Ownership Community Section. The work involves initial review of complaints and review of closed cases to ensure that complaints are handled in accordance with appropriate procedures, analysis, and evaluation of complaint patterns, and oversight of investigative staff work. The MIII provides advice and assistance to the Director, Division Chief, and Investigative staff, as well as to landlords, tenants, property managers, the real estate community, common ownership community boards, association management companies and homeowners in common ownership communities on the applicability of Federal, State, and County landlord-tenant and common ownership community laws, issues, enforcement, and legislation. The employee manages administrative and enforcement actions regarding landlord-tenant laws and common ownership community laws; in conjunction with the County Attorney's Office, prepares enforceable documents, and serves as liaison between the department and landlords, tenants, property managers, common ownership community boards and homeowners in sensitive investigations and negotiations.

The MIII also provides support to the Commission on Landlord-Tenant Affairs (COLTA) and the Commission on Common Ownership Communities (CCOC) through oversight of written case summaries and analyses of unresolved complaints presented to COLTA and CCOC; coordinating COLTA and CCOC public hearings and procedures; providing advice on policy related issues, and drafting Decisions and Orders issued by COLTA and CCOC as a result of a public hearing on unresolved complaints over which COLTA or CCOC asserts legal jurisdiction. The MIII must be able to attend evening meetings and to participate in negotiation, conciliations, mediations, outreach, and educational efforts outside of normal work hours.

Applicants invited for interview will be required to provide a job-related writing sample.

As a manager/supervisor of unionized employees, this position has a responsibility for fostering a positive labor relations environment based on mutual trust, respect, and cooperation.

MINIMUM REQUIREMENTS

Experience: Five (5) years of progressively responsible professional experience in a landlord-tenant investigations, common ownership communities investigations or related fields.

Education: Graduation from an accredited college or university with a Bachelor's Degree.

Equivalency: An equivalent combination of education and experience may be substituted. Note: Based upon legislative requirements, some positions may be subject to different minimum qualifications.

LICENSE: Possession of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence when required for job-related duties.

PROBATIONARY PERIOD: Individuals appointed to this class will be required to serve a probationary period of twelve (12) months. Individuals promoted to this class will be required to serve a probationary period of six (6) months. During the probationary period, performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL PROTOCOL: Medical History Review

PREFERRED CRITERIA

1. Thorough knowledge of and demonstrated experience in explaining and applying Federal, State, and County policies, laws, and regulations governing landlord-tenant transactions, common ownership community governance, or a related field-
2. Thorough knowledge of principle, practices, and techniques and demonstrated experience in investigations, including analyzing data and evaluating evidence.
3. Demonstrated experience administering programs or processes governed by regulatory and legal requirements.
4. Demonstrated experience in conciliation and mediation techniques, negotiating agreements, developing investigative strategies, and evaluating statutes, enforcement, and compliance programs for effectiveness.
5. Demonstrated experience in working with, making presentations to, and defending positions to public officials and representatives of the private sector.
6. Experience in caseload, project, and human resources management, including planning, directing, and supervising work of investigative support staff.