

PROGRAM ADMINISTRATOR

An Overview

The City of Alexandria is the only major jurisdiction in northern Virginia that operates a model, proactive, annual rental property inspection program. The city's existing Rental Reinspection (RRI) program inspects multifamily and some single-family rental properties to promote safe, decent, and sanitary housing for tenants. This is a non-supervisory job classification.

The position will report to the Assistant Director and coordinate with Property Maintenance Division Chief to assist with the enhancement, coordination, and administration of the Residential Rental Inspection Program. This is a unique position where the chosen candidate will develop relationships with the community and help to coordinate and develop programs to provide effective resources and positive results.

The Opportunity

The position primary purpose is to increase community awareness and multilingual customer outreach about the existing programs and resources.

- Evaluate current program for efficiencies and opportunities,
- Prepares program objectives and plans, and evaluates service delivery; examines, prepares, and revises program regulations processes and procedures.
- Prepare and generate communications to public to include media, community meetings and presentations,
- Establish and develop relationships with communities and management companies and stakeholders,
- Emphasize collaboration and clarity of RRI functions,
- Create process to assist properties with compliance,
- Continue with public outreach; generating communications in coordination with OCPI;
- Develop and provide online tenant/customer portal to obtain feedback and recommendations for changes,
- Attend community meetings, provide staff/customer training,
- Gather data/documentation for court and testify if required,
- Evaluate improvements and performance goals,
- Performs related work as required.

The Ideal Candidate

The ideal candidate should have strong analytical and communication skills, solid judgment, and decision-making skills to effectively carry out operational procedures and functions within the department and assigned programs; it further requires personal responsibility for the effect of such decisions on operations. The ideal candidate must have strong writing skills for the use of publications, internal and external communications, social media, and creation of policies/procedures. Just as important, there is a series of analytical work that is required to

facilitate achievement of the department's overall responsibilities. Also required in this position are the use of persuasion and tact in interfacing with policy makers, City staff including senior management, and the Community.

About the Department

The City of Alexandria's [Department of Code Administration](#)'s focus is to assist customers to achieve compliance with the Virginia's Uniform Statewide Building and Maintenance Codes (USBC), and the City Code nuisance and development provisions. The department contains five divisions: The Permit Center, Property Maintenance Inspections, New Construction Inspections, Plan Review Services, and Administrative Services. If you are curious for a broader view of our City government [click here](#), or for a broader view of the City of Alexandria [click here](#).

Minimum & Additional Requirements

Minimum four (4) year college degree and three (3) years professional experience in program administration (developing, managing, and administering) or any equivalent combination of education, experience and training which provides the required knowledge, skills, and abilities. Experience developing and implementing policies and procedures; Experience in high level administrative work.

Preferred Qualifications

Minimum plus at least 4 years of experience in performing responsible executive level administrative or technical work. Experience includes at least one year of experience managing a large organizational program or initiative. Bilingual- (preferred Spanish/English).