

## *JOB DESCRIPTION*

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Job Title	<u>Rehabilitation Specialist</u>		
Supervisor's Title	<u>Construction Supervisor</u>		
Department	<u>Housing</u>	Grade	<u>N/A</u>
FLSA Status	<u>Exempt</u>	Date Revised	<u>April 16, 2019</u>

POSITION PURPOSE	<p>The Denver Urban Renewal Authority manages multiple affordable housing programs, which match low- and moderate-income Denver residents with grants and low-interest loans for repairs, accessibility improvements, and lead hazard control. The programs are run by the Authority's Housing Department, which has two teams: (1) intake and loan underwriting, and (2) rehabilitation.</p> <p>Reporting to the Construction Supervisor, the Rehabilitation Specialist facilitates prompt repairs to major systems on behalf of homeowners, to avoid the owner having to vacate the home or live in unsanitary or unsafe conditions, consistent with specific program requirements.</p>
ESSENTIAL DUTIES	<ol style="list-style-type: none"><li>1. Manage a full-time rehabilitation job caseload, including guiding homeowners through the process from initial to final inspections and managing the contractors who complete the rehabilitation work.<ol style="list-style-type: none"><li>a. Pre-Inspection: Assist in the collection of proper paperwork in a timely manner and return it to office for verification of owner qualification.</li><li>b. Inspection: upon case referral, inspect properties to determine if they have repair, maintenance and rehabilitation needs that meet DURA's housing program guidelines.</li><li>c. Description of Work: Prepare descriptions of work and cost estimates. Prepare historic and environmental reviews as required; update the descriptions of work and cost estimates based on environmental and historic clearance reports if needed.</li><li>d. Procurement: Identify qualified contractors from DURA's rotating bid list who are available to complete the work. Contact the contractors, and schedule and complete walk-throughs to facilitate accurate bids.</li><li>e. Bidding and Contractor Selection: Open bids received through the electronic bidding system and notify contractors of the outcome of the bid process in keeping with DURA's procurement policy.</li><li>f. Contract Closing: Prepare appropriate contract documents for closing, including requesting an additional funds waiver if needed. Attend closings with a DURA Loan Specialist, the selected contractor and the homeowner.</li><li>g. Rehabilitation: After closing, coordinate with the contractor and the homeowner to schedule a date to proceed with work. Maintain contact with homeowner during the process and check in on the contractor's progress as required.</li><li>h. Quality Control: Work with Construction Supervisor and/or Senior Rehabilitation Specialist to ensure all QC standards are met.</li><li>i. Final Inspection: Upon completion, inspect the work and identify any outstanding work to be done. If the work has been completed to DURA standards, to the homeowner's satisfaction and is approved by the Denver Economic Development and Opportunity inspector, facilitate the signing of a certificate of completion.</li><li>j. Assessment: Complete a contractor rating form that fairly assesses contractor performance.</li></ol></li></ol>

- k. Payments: Ensure that all required documentation, including proof of inspections and contractor invoices as applicable, are received prior to submitting a case for payment. Accurately and quickly prepare payment requests and review case files for completeness prior to submission to Loan Specialist.
2. Ensure that all internal approvals are received throughout the rehabilitation process as outlined in DURA's implementing guidelines.
3. Collaborate effectively with others in the Housing Department to ensure that jobs are completed to the clients' satisfaction from the beginning to the end of the process and to facilitate internal referrals to other DURA programs.
4. Communicate regularly with others in the Housing Department to address issues and concerns as they arise.
5. Enter rehabilitation data into DURA's CRM tracking system.

OTHER DUTIES

1. Inform home owners of other Housing programs for which they may apply when additional repairs are needed.
2. Identify ways to streamline DURA's internal processes and improve client services.
3. Other duties as assigned

**INCUMBENTS ARE HELD ACCOUNTABLE FOR ALL DUTIES OF THIS JOB**

# JOB SPECIFICATIONS

KNOWLEDGE/SKILLS  
AND EXPERIENCE

Skills:

- A working knowledge of the city's permit implementing process for Waste Water, Water Department, Electric Department, Plumbing Department, Gas Department, Roofing, Health & Hospitals, Environmental and Historic, and underground and aerial utilities.
- Certified Home Inspector, or willingness and ability to achieve this designation within the first three months of employment.
- Certified Lead Risk Assessor, or willingness and ability to achieve this designation within the first 12 months of employment.
- Valid contractor supervisor or other contractor license through the City of Denver a plus.
- Solid communication and negotiation skills with many individuals, including sister agencies, property owners, contractors, professional services providers, engineers, DURA loan staff, and others.
- Strong computer skills, especially Excel and Word. Some experience with Customer Relationship Management (CRM) systems preferred.
- Valid Colorado driver's license

Education: High School Diploma or equivalent. Evidence of continuing education including construction management courses, trade school courses, or an apprenticeship.

Experience: 3 years as a General Contractor or equivalent

On the Job Training: Heating, plumbing & electrical system knowledge

Equipment Utilized: Personal vehicle

Software Utilized: Microsoft Office, Windows, CRM Software

WORKING  
CONDITIONS

- Some office work
- Inspections done in private homes require the ability to ascend and descend ladders and stairs, and to enter crawlspaces, roofs, attics and other confined spaces within the structure.
- Requires use of personal vehicle

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

**APPROVAL SIGNATURES**

Executive Director \_\_\_\_\_

Date \_\_\_\_\_