



HOUSING LICENSING COORDINATOR

Department: Neighborhood Services
FLSA: Non-Union Exempt
Pay Grade: 5

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Responsible for coordinating and participating in the more complex and difficult work of staff assigned to the Village's housing licensing and registration programs, including for rental units, condominiums, short-term rentals, and vacant buildings. Serves as a liaison between the Village and tenants, property owners, and other interested parties. Performs a variety of technical tasks related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from the Neighborhood Programs Manager.
- May exercise supervision over other departmental staff to accomplish assigned work at the direction of the Neighborhood Programs Manager.

EXAMPLES OF DUTIES - *Essential and other important duties and responsibilities may include, but are not limited to, the following:*

Essential duties and responsibilities:

1. Carries out all aspects of the Village's rental licensing program, including renewals, application processing, notifications, monitoring compliance dates, record keeping, pursuit of nonregistered properties, and ensuring appropriate communication with owners and tenants.
2. Carries out all aspects of the Village's condo registration program, including renewals, application processing, notifications, monitoring compliance dates, record keeping, pursuit of nonregistered properties, and ensuring appropriate communication with owners and associations.
3. Carries out all aspects of the Village's short-term rental licensing program, including renewals, application processing, notifications, monitoring compliance dates, record keeping, pursuit of nonregistered properties, and ensuring appropriate communication with owners.
4. Carries out all aspects of the Village's vacant building registration process, including renewals, application processing, notifications, monitoring compliance dates, record keeping, pursuit of nonregistered properties, and ensuring appropriate communication with owners.
5. Coordinates closely with Code Compliance division staff to conduct inspections needed to advance the Village's housing licensing and registration programs.
6. Train and collaborate closely with clerical staff in their areas of work in support of housing licensing and registration programs to ensure effective operation of these programs.

7. Coordinate with other Village Departments and outside resources to hold fair housing training for landlords to implement Village ordinances and improve compliance with fair housing laws.
8. Coordinate with other Village Departments and outside resources to hold educational sessions for condominium associations on topics of relevance.
9. Implement service delivery improvements with approval of and direction from the Neighborhood Programs Manager.
10. Build and maintain effective working relationships with landlords, owners, residents, financial institutions and other parties, including working with the Neighborhood Programs Manager to resolve disputes in an efficient and timely manner.
11. Monitor performance management indicators for the Village's housing licensing and registration programs, and report on progress to the Neighborhood Programs Manager.
12. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Practices, principles, and techniques of effective housing licensing and registration programs, including those for rentals, condominiums, short-term rentals, and vacant buildings.
- Village housing code enforcement policies, programs and procedures.
- Basic accounting and economics.
- Local, County, State, and Federal Fair Housing laws.
- Pertinent Federal, State, and local laws, codes and regulations.
- Techniques for the pursuit of nonregistered properties.

Ability to:

- Interpret, explain, and enforce Department policies and procedures.
- Interpret and apply pertinent Federal, State, and Village codes and ordinances relating to building construction and rehabilitation.
- Research properties and analyze information, particularly data.
- Operate modern office equipment including computers including rental licensing/registration software and other core Village applications.
- Communicate effectively utilizing cultural competence.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Ability to attend evening and weekend meetings as needed.
- Establish and maintain interpersonal skills in the workplace to effectively communicate and interact with others.
- Maintain reasonable and predictable attendance.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:
 - Walking, standing or sitting for extended periods of time
 - Operating assigned equipment.

- Maintain effective audio-visual discrimination and perception needed for:
 - Making observations
 - Communicating with others
 - Reading and writing
 - Operating assigned equipment.
- Sustain cognitive abilities that enable the potential for:
 - Effective interaction
 - Communicating with others

Experience and Training Guidelines

Experience: Three years of increasingly responsibility with housing programs, licensing programs, or related experience. AND

Training: Bachelor’s degree or completion of sixty or more credits from an accredited college or university with coursework in business administration, finance, real estate, architecture, or a related field.

License or Certificate: Possession of a valid Illinois driver’s license and safe driving record.

WORKING CONDITIONS

Work in office and inspection site environments; sedentary work involves sitting and sustained posture in a seated position; exposure to dust and noise; some climbing, stooping, light lifting and inspecting in confined areas.

Diversity Equity & Inclusion Statement

The Village of Oak Park commits itself to diversity, equity and inclusion by recognizing that creating a mutually respectful, multicultural and equitable environment does not happen on its own, it must be intentional. This includes providing equal opportunities for everyone regardless of race, ethnicity, gender identity, sexual orientation, religion, ability, military or veteran status or any other characteristics.