



## **City of Phoenix**

# **RELOCATION SPECIALIST**

**JOB CODE 16340**

Effective Date: 05/93

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to provide business owners, property owners, and residents displaced within the City with relocation assistance and payments, using state law, city policies, and federal guidelines. Duties include locating available standard living accommodations and suitable business facilities that are within the ability to pay of the prospective tenant or owner and matching displaced persons' needs with resources from various outside agencies and organizations. Work also includes calculation of replacement housing payments for residential owners, tenants, moving re-establishments and in lieu of payments for businesses.

### **ESSENTIAL FUNCTIONS:**

- Provides business owners, property owners, and residents with relocation assistance and payments;
- Locates suitable and available housing or business facilities that meet the financial constraints of their displaces;
- Calculates replacement housing payments and moving re-establishment costs for residential owners and tenants and in lieu of payments for businesses;
- Investigates the displacees' family composition, economic situation, housing needs, etc., to assist in preparing to relocate;
- Investigates businesses' economic status, zoning, business needs, etc., to assist in preparing to relocate;
- Directs and assists in the completion of forms and documents necessary to obtain relocation assistance;
- Meets with property owners, business owners, and project housing area residents regarding their relocation;
- Directs the relocation of residents and businesses utilizing property acquisition and project management schedules;
- Establishes and updates detailed records of each relocation;
- Performs physical inventories at displacees' units;
- Estimates labor or material costs for negotiated moves;
- Provides counseling to families and/or refers them to social service agencies;
- Prepares, reviews, and monitors section's budget and work order requests as delegated;
- Maintains regular and reliable attendance;



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- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

### **Required Knowledge, Skills and Abilities:**

Knowledge of:

- Principles and practices of supervision and personnel management.
- State, city, and federal guidelines, and the Uniform Relocation Assistance and Property Acquisition Act of 1970.
- Mortgage financing principles and procedures.
- Rental and purchase values of real estate.

Ability to:

- Sort, separate, arrange, file, or distribute incoming mail, products, or documents in a prescribed manner.
- Compare or monitor data to determine compliance with prescribed operating standards.
- Communicate orally in the English language with customers, clients, and the public using a telephone and in group and face-to-face, one-on-one settings.
- Comprehend and make inferences from material written in the English language.
- Bend or stoop repeatedly or continually over time.
- Climb stairs to perform room counts.
- Operate standard office equipment such as a calculator and copy machine.
- Work in a variety of weather conditions with exposure to the elements.
- Produce documents written in the English language using proper sentence structure, punctuation, grammar, and spelling.
- Review or check the work products of others to ensure conformance to standards.
- Remain in a sitting or standing position for an extended period of time.
- Work cooperatively with other employees, customers, clients, and the public.
- Perform a broad range of supervisory responsibilities over others.
- Walk over rough, uneven, or rocky surfaces during field visits.
- Enter data or information into a terminal, PC, or other keyboard device.

### **Additional Requirements:**



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- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Three years of experience in a relocation program with a minimum of one year in a centralized relocation agency, supplemented by at least 30 college credit hours in sociology, business or public administration, business law, real estate principles or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.