

SHEFFIELD HOUSING AUTHORITY
Sheffield, Alabama

FLSA **Director of Operations**

Status/Grade: **EXEMPT**

Reports to: **Executive Director**

Salary Scale: **\$51,000 - \$70,000**

Overview:

The Director of Operations works under the supervision of the Executive Director. The position is responsible for managing housing programs, implementing policy, budget development and management, program compliance and reporting, and staff management. This position provides management and leadership of the daily operations and housing program activities of Sheffield Housing Authority (SHA).

Sheffield Housing Authority has 406 public housing units; 338 Housing Choice Vouchers; a Homeownership Program; a Family Self-Sufficiency Program; an affiliate non-profit; a homeless day center; and several innovative community partnerships utilizing non-federal funds.

ESSENTIAL DUTIES AND FUNCTIONS

A. Program Management

Supports the Executive Director in program management by performing research, providing technical support, ensuring policy and regulatory compliance, and ensuring service excellence. This includes oversight of SHA housing program operations, and assisting the Executive Director with the writing of funding applications.

B. Operations Management

Provides support to the Executive Director, program supervisors/managers and the Board to facilitate program efficiency and compliance

- 1. Monitors program and fiscal performance** to ensure adequate funding for program operations and those expenditures comply with applicable regulations.
- 2. Plans, directs, or coordinates agency computer and information systems** to ensure adequate support for agency programs.
- 3. Administers procurement and contract administration.**

4. Coordinates program operations such as compliance and reporting, customer service, and liaising with sponsoring agencies. This includes ongoing program support and coordination of special projects such as redevelopment and master planning, grants, and procurement contracts.

5. Coordinates and provides executive staff support to the Executive Director and Board.

C. Staff Management

Manage and develop staff:

- 1. Recruits and hire employees** to ensure adequate staffing.
- 2. Directs program leads and staff** to achieve SHA objectives.
- 3. Conducts performance reviews** for all direct reports.
- 4. Arbitrates disputes, resolve grievances, and enforce rules and regulations.**
Implement and monitor corrective and disciplinary action where appropriate.
- 5. Other Duties as Assigned**

Performs additional duties as assigned by the Executive Director that can include meeting with and responding to difficult tenant issues, representing the SHA at meetings and events, coordinating special projects amongst staff and partner agencies, and attending training and education.

Duties and responsibilities may change based on experience of the candidate selected.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

A. Demonstrated Knowledge of

The principles and practices of business and public administration including planning, budget management; information systems; grant and contract administration, general business concepts, practices, and legal requirements; business communications; computer systems and databases, spreadsheet, Internet, and word processing software; office equipment; customer service and supervisory practices; and financial knowledge and aptitude.

B. Demonstrated Skills and Abilities in

Communications and Teamwork: Ability to establish and maintain cooperative working relationships with all those contacted in the course of work to include fellow workers, community members, tenants, and board members; and to communicate effectively in writing to produce clear, concise, and accurate correspondence, presentations, and reports. Strong verbal, written and interpersonal communication skills, strong facilitation skills and strong conflict resolution skills.

Strong financial skills and experience in budgeting, cash flow monitoring, and variance reporting including government accounting practices.

Efficiency and Effectiveness: To plan, organize, prioritize, and coordinate work flow; work independently and meet multiple deadlines; attention to detail and accuracy. Ability to set priorities and work independently.

Adaptability to changes and problem-solving skills: To define problems, collect data, analyze and establish facts and draw valid conclusions, deal with abstract and concrete variables. High ethical standards and values, and demonstrated good judgment.

Software Skills: Microsoft Office Suite, including Word, Access, Explorer, Excel and Power Point; Windows based applications; Database management, and web page development and maintenance.

C. Work Environment

Normal work hours: Generally, an 8-hour shift; Monday through Friday between the hours of 8 a.m. and 4:30 p.m. This position is exempt and will work at the direction of the Executive Director and may be requested to work longer than a 40-hour work week during varied hours. **Regular attendance is mandatory.**

D. Qualifications

A combination of education and experience equivalent to a bachelor's degree in accounting, business or public administration, management, or a related field and **5 years of progressively responsible experience in a housing authority performing program management, program compliance, grant management, budget management, supervision of others, using and maintaining IT systems, and performing research and writing. Preference will be given to individuals with experience in housing authority finance.**

Possession of or ability to obtain a valid Alabama Driver's License and a driving record acceptable to insurance carriers.

Cover letters and resumes should be mailed to: Shirley Whitten, E.D.
Sheffield Housing
Authority 505 N.
Columbia Ave.
Sheffield, AL 35660

or emailed to: execdirsheffieldhousing.com

Closing date to accept applications will be: Nov.16, 2018 at 4:30 p.m.