

Job Vacancy Announcement

AUBURN HOUSING AUTHORITY 931 Booker Street Auburn, AL 36832

Position Title:	Housing Operations Director	Department:	Housing Operations
Date Posted:	July 3, 2017	Closing Date:	Open Until Filled
Reports to:	CEO	Employment Status:	Full-Time
FLSA Status:	Exempt	Salary Range:	Negotiable
Pay Frequency	Bi-weekly	Pay Rate:	Salary

Summary

The primary purpose of this position is to direct the management of the Auburn Housing Authority's ("AHA" or "Authority") Housing Choice Voucher Program (HCVP), Property Management and Maintenance and Modernization operations. Ensure high levels of customer service at all AHA properties. The incumbent directs all housing operations and conducts strategic and tactical planning for the HCVP, Property Management (all PHAs) and Maintenance (all PHAs) operations. The incumbent also develops and oversees the implementation of policies and procedures to maintain program compliance with LIHTC, RAD, private investor, and HUD regulations and guidelines. All activities must support the AHA and its managed agencies' mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

Housing Choice Voucher Program (HCVP)

1. Conducts strategic and tactical planning, which includes the development, implementation, and administration of goals for the HCVP. Actively leads, manages, and develops a culture of continuous improvement to ensure effective planning, high standards for management services, and appropriate controls for revenue and performance is consistent with agreed-upon targets.
2. Under the RAD project-based voucher (PBV) initiative, ensures seamless continuity of operations in HCV and Property Management operations.
3. Provides HCVP policy oversight, implementation, and monitors departmental budget. Ensures department achieves a high performance rating and operates according to relevant regulations. Directs completion and submission of required monthly reporting.
4. Directs the work of HCVP staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, providing technical advice, acting on employee problems, and recommending and implementing discipline and merit raises. Ensures supervisors under his/her purview have the tools necessary to manage daily operations.
5. Leads and provides guidance to HCVP staff in the development and implementation of policies to ensure all procedures are in compliance with HCVP guidelines. Ensures that interviews, eligibility processes, maintenance of waiting lists, re-examinations, preparation of contracts, etc., are conducted in accordance with applicable rules, policies, and procedures and are completed in a timely and professional manner.
6. Prepares and submits the Authority's 5-Year Plan and Annual Plan.
7. Serves as a point of contact for and oversees resolution of internal and external issues, complaints, and other concerns related to the HCVP.
8. Administers the Authority's HCVP Homeownership Program.
9. Ensures all HUD reporting requirements are met related to the HCVP.
10. Completes other duties as assigned.

Property Management

1. Conducts strategic and tactical planning, which includes the development, implementation, and administration of goals for Multifamily Housing (all PHAs). Actively leads, manages, and develops a culture of continuous improvement to ensure effective planning, high standards for management services, and appropriate controls for revenue and performance consistent with agreed-upon targets.
2. Under the RAD PBV initiative, ensures seamless continuity of operations in HCV and Property Management operations.
3. Provides Multifamily Housing policy oversight, implementation, and monitors departmental budgets. Ensures department achieves a high performance rating and operates according to relevant regulations. Directs completion and submission of required monthly reporting.
4. Leads and provides guidance to Property Management staff and third party management in the development and implementation of policies to ensure all procedures are in compliance with LIHTC, HUD, and external investor guidelines. Achieves high occupancy rates, good physical condition of units, minimal write offs, and timely collection of rent. Ensures that interviews, eligibility processes, maintenance of waiting lists, re-examinations, preparation of contracts, etc., are conducted in accordance with applicable rules, policies, and procedures and are completed in a timely and professional manner.
5. Directs the work of Multifamily Housing staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, providing technical advice, acting on employee problems, and recommending and implementing discipline and merit raises. Ensures supervisors under his/her purview have the tools necessary to manage daily operations.
6. Directs and coordinates with appropriate personnel and contractors to conduct the Environmental Review for Multifamily Housing properties.
7. Oversees preparation of the AHA's 5-Year and Annual Plans and the Capital Fund Program (CFP) 5-Year Plan and Annual Plan by the Portfolio Manager.
8. Serves as a point of contact for and oversees resolution of internal and external issues, complaints, and other concerns related to Multifamily Housing.
9. Coordinates with appropriate internal and external resources to ensure continued development of AHA's LIHTC properties and other housing initiatives.
10. Leads and provides guidance to maintenance and modernization manager. Supports strategies set forth by the CEO in construction, maintenance and modernization.
11. Ensures all HUD reporting requirements are met related to Multifamily Housing.
12. Completes other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment and decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Competencies

1. Ability to interpret HUD, federal, state, and local laws and regulations, as well as AHA policies and procedures related to the position.
2. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.
3. Ability to make calm, rational, and objective work decisions under pressure while maintaining professional composure under stress.
4. Ability to plan, organize, and develop a wide variety of operational and management programs and procedures.
5. Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
6. Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.
7. Ability to evaluate performance of subordinates accurately and timely, correct deficiencies, guide, replace, and assign personnel.
8. Ability to perform duties with a high degree of judgment, discretion, and confidentiality.

Education and/or Experience

Bachelor's Degree in business administration, public administration, or related field and a minimum of five (5) years of progressively responsible property management and/or low income housing experience, including a minimum of two (2) years of experience in a management role. PHM or equivalent certification preferred. An equivalent combination of education and experience may be considered. Must possess a valid driver's license and be insurable under the Authority's plan.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks and provide technical support for department staff.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

This job operates in a professional office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate.

Office hours are Monday through Thursday (7:00 a.m. – 6:00 p.m.), 10 hours per day. The office is closed on Fridays and major holidays. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

Employee Benefits

- Group medical benefits
- Group dental benefits
- Group life insurance
- State retirement
- Supplemental insurance
- Annual leave
- Sick leave
- Paid holidays

Disclaimer

The AHA is an equal opportunity employer with a drug free work place. We offer a very competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. AHA gives preference in employment to Section 3 - eligible individuals.

Application Process

To apply, please send a resume and cover letter with salary history to stolbert@auburnhousingauth.org. No candidate will be considered without listing prior salary history. Please include the job title “Housing Operations Director” in the subject line of your email. Compensation is commensurate with experience.