

PRICHARD HOUSING AUTHORITY POSITION DESCRIPTION

DIRECTOR OF HOUSING OPERATIONS

DEPARTMENT	SUPERVISOR	CLASSIFICATION
HOUSING	EXECUTIVE DIRECTOR	FULL-TIME

SUMMARY OF DUTIES: Under the supervision of the Executive Director the Director of Housing Operations will be responsible for overall operation of the Agency's Section 8, Public Housing, RAD PBRA, Multifamily and market rate programs. Performs a variety of complex and diverse managerial, supervisory, and administrative duties to ensure the effective and efficient leasing of properties and program implementation. Develops and revises policies, procedures, and plans to ensure and maintain program compliance with HUD's changing regulations and guidelines and makes administrative and management decisions concerning overall operations of applicable plans. Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as Public Housing Assessment System (PHAS), Section 8 Management Assessment Program (SEMAP) and other future HUD required evaluation systems. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

EQUIPMENT/POSITION LOCATION:

This position is located at the main office of the Prichard Housing Authority. The occupant of this position must be able to operate a computer, calculator and a variety of general office equipment.

ESSENTIAL FUNCTIONS OF POSITION INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Plans, directs, manages, and monitors the management of the Agency's Public Housing properties and ensures properties are fiscally sound and managed effectively and efficiently. Ensures departmental activities are in compliance with applicable federal, state and local laws and meet the performance requirements of HUD's Public Housing Assessment System (PHAS) and Agency policies, procedures, and quality standards.
- Plans, directs, manages, and monitors the approved Housing Choice Voucher/Section 8 Administrative Plan to ensure compliance with HUD federal regulations and the highest possible ratings under HUD's Section 8 Management Assessment Program (SEMAP).
- Plans, directs, manages, and monitors the management of the Agency's RAD PBRA Housing properties and ensures properties are fiscally sound and managed effectively and efficiently. Ensures departmental activities are in compliance with applicable federal, state and local laws and meet the performance requirements of HUD's Multifamily and Agency policies, procedures, and quality standards
- Implements policies, Standard Operating Procedures (SOPs) and activities in the housing programs to meet the goals and objectives of the Agency and its mission. Assures staff understands and abides by said policies and procedures. Assures compliance with HUD requirements.

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- Ensures timely and accurate preparation and submission of all required reporting to include Board monthly report, PIC, SEMAP, PHAS, Agency Plan, Regulatory Updates, Audits, Management Reviews and all critical agency reports.
- Develop and implement a quality control system to monitor program functions including auditing of resident files and inspecting units to ensure compliance with Real Estate Assessment Center (REAC) standards.
- Identifies long term strategic and financial goals for all of HACP's properties; develops and administers the agency's overall Asset Management goals, objectives and procedures.
- Prepares individual asset management plans for each property, including long-term capital needs and financing strategies that reflect HACP's mission and financial goals.
- Monitors and maintains 20-year replacement schedules for RAD and other multifamily properties in conjunction with maintenance.
- Develop, make effective and maintain consistent coordination at all levels, including other departments involving housing management and budgetary responsibilities.
- Coordinate, oversee, and advise Executive Director with legal matters of the agency related to areas of responsibility.
- Assess the needs of the properties and housing programs on an on-going basis and adjust the workloads and schedules accordingly. Schedule staff as needed to ensure all work is completed. Assure adequate supervision in cases of absence. Develop and monitor work schedules of all housing management staff.
- Reviews files and Housing Assistance Payments (HAP) contracts.
- Monitors overall compliance with rules and regulations pertaining to Housing Quality Standards (HQS) inspections and ensures timely completion of inspections as required.
- Directs, plans and manages the applications process to ensure the timely and accurate processing of new applicants from the programs waiting lists; oversees appropriate checks and balances on applicant processing. Oversees admissions activities such as: preparation of contracts for new tenants, tenant orientations, showing units, etc.
- Regularly reviews HUD and Agency rules and procedures to ensure accuracy of audits/reviews to ensure that Agency quality standards become visible, repeatable, and measurable.
- Responsible for strategic planning, developing, implementing, and administering overall goals and responsibilities by actively leading, managing, and developing a culture of continuous improvement to ensure revenue and performance are consistent with agreed targets.

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- Collects, reviews, and evaluates monthly, quarterly, and annual site information reports, such as demographic data, turnover data, etc. Projects turnover on a continuing basis to ensure a sufficient stream of participants is in process to fully utilize available funding and maximize program administration fees.
- Directs and provides guidance to subordinates in the development and implementation of policies to ensure all procedures are in compliance with HUD guidelines and local housing regulations, and that interviews, eligibility processes, maintenance of waiting lists for appropriate bedroom size, inspections, re-examinations, preparation of contracts, etc., are in accordance with the Agency's rules, policies, and procedures, and are completed in a timely and professional manner.
- Monitors selection of residents to ensure compliance with federal requirements concerning management of the waiting list, selection preferences, income mixing and targeting, and other requirements.
- Provides guidance and develops policy on 504 issues. Reviews HUD 50058 and 50059 forms. Reviews resident files for quality control.
- Interacts with Agency staff, residents/participants, and the general public to ensure compliance and responds to inquiries regarding fraud and abuse. Monitors monthly rent collection and fraud recovery processes with collections personnel and/or Property Managers to ensure appropriate follow up and resolution. Coordinates, as necessary, with Agency to pursue legal remedies to rent and fee collections and issues of fraud. Participates in hearings and appeals as needed.
- Monitors the physical conditions of Agency housing properties, and makes certain they are maintained in marketable condition.
- Supervises staff, providing ongoing assistance to support a positive and productive working environment. Approves and oversees the selection, employment, training, direction, supervision, utilization, discipline, and termination of department employees and makes recommendations for other personnel-related activities. Sets standards, frameworks, performance indicators and protocols, identifying necessary responses to overcome performance issues and take appropriate action where required.
- Meets with appropriate staff to identify and address issues contributing to any errors that affect the department's overall performance, and to discuss ways to rectify those issues to ensure long-term success of the Agency. Makes appropriate revisions to internal, residential/tenant, and financial processing procedures as appropriate and necessary.
- Coordinates with Property Managers to ensure progressive, coordinated safety, crime prevention, and fear-reduction strategies and services are effectively implemented to guard against theft, vandalism, violence, or other threats against Agency employees and/or residents.

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- Responsible for ensuring that correct procurement and requisitions for services, materials, and supplies are coordinated with procurement staff in accordance with Agency procedures. Monitors all received shipments are correct, allocated to the proper AMP, and that staff reviews packing slips to verify quantity and quality of items prior to approval of payment.
- Handles documents on a variety of general personal and technical topics of a highly confidential nature and maintains the confidentiality of all documents and information received by or in the possession of the employee.
- Assists staff and/or participates in informal hearings for applicants who have been denied housing assistance who are contesting actions which are alleged to adversely affect rates and/or agreements and renders decisions based on HUD and Agency rules, procedures, and guidelines.
- Coordinates with Resident Services and Capital Improvements on relocation efforts or tenants affected by modernization and development services.
- Reviews informal hearing decisions to verify appropriateness, effects on applicants, and degree of employee participation in and awareness of quality standards in all Agency processes.
- Plans and conducts in-depth reviews of departmental records and files. The process includes ensuring appropriate forms are signed and dated, calculations are correct, required documentation is current, and all assets and liabilities accounted for.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, or participating in professional organizations as appropriate.
- Participates in community activities and functions relevant to Agency objectives and participates in appropriate community service organization(s) activities.
- Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets. Identifies long term strategic and financial goals for all of HACP's properties; develops and administers the agency's overall Asset Management goals, objectives and procedures.
- Performs all other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Thorough knowledge of the relationship of PHA's to other federal, state, and local jurisdictions and their abilities to provide funds or other support to the Agency.

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- Thorough knowledge of the principles, techniques and practices of subsidized housing management including organization, management, maintenance, and operation of subsidized units and Section 8 Housing Choice Voucher program; federal, state, and local housing regulations and operating requirements; and the ability to apply that knowledge to perform the essential functions of the position.
- Thorough knowledge of Housing Choice Voucher eligibility and rent calculation requirements, as required by HUD and Housing Quality Standard (HQS) Inspection Program.
- Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting, and of the function and operation of the construction industry.
- Thorough knowledge of Agency operating policies and procedures, pertinent HUD regulations, and federal, state, and local laws and regulations pertaining to public housing authorities.
- Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, goal setting, and performance evaluation.
- Thorough knowledge of procurement regulations and OSHA requirements.
- Requires strong interpersonal, oral, and written communication skills; the ability to effectively communicate and interact with individuals of varying social, cultural, economic, professional, and educational backgrounds including the ability to act with tact, good judgment, and discretion; and to maintain the confidentiality of matters as appropriate.
- Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting, and of the function and operation of the construction industry.
- Must be able to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Agency.
- Ability to accurately and completely document in writing appropriate events and activities.
- Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
- Ability to read and comprehend moderately complex material.
- Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
- Ability to operate appropriate Agency computer equipment and software packages.

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- Knowledge of housing management and occupancy issues and requirements; Low-Income Housing Tax Credit program.
- Knowledge of principles, practices, rules and regulations of HUD Project Based Rental Assistance Program.
- Knowledge of real estate acquisition.
- Knowledge of intermediate level computer applications, including spreadsheet software applications.
- Ability to plan, organize, direct and coordinate work in a manner conducive to full performance and manage multiple projects simultaneously;
- Ability to analyze, interpret and prepare a variety of comprehensive reports of moderate complexity, including financial reports;
- Ability to comprehend and interpret complex rules, regulations and laws, and explain them to subordinate staff.
- Ability to establish and maintain effective working relationships with others.
- Ability to communicate complex ideas clearly and effectively, orally and in writing; and speak effectively before groups of different social and economic backgrounds with patience and professionalism.

Supervision Controls

The Director of Housing receives instructions from the Executive Director regarding Agency goals, priorities, and special assignments. The employee routinely works without the direction of the supervisor and is free to develop methods, deadlines, and/or objectives. When instructions are received, they are usually specific and detailed because they apply to unusual and rarely occurring situations. Normally the employee makes independent decisions pertaining to situations not covered by specific guidelines but the supervisor is consulted in serious or unusual circumstances. The work of the Director of Housing is reviewed for achievement of goals as appropriate to the circumstances and compliance with procedures.

The employee provides guidance to subordinates, developing activities, setting priorities, establishing timelines, and modifying or making changes in the course of achieving global and priorities. The employee monitors the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals or objectives.

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Guidelines

The employee follows written guidelines, established policies and procedures, and traditional practices in performing routine duties. Usually, other guidance provided the employee in reference materials, federal regulations or in the form of broad and general policy statements. For situations where there are no guidelines, the employee may adapt existing guidelines, develop new ones or make decisions based on the circumstances or past experience within authorized parameters. In some situations, the employee may need to request guidance from the supervisor.

Complexity

The Director of Housing performs a variety of related tasks which are typically routine in nature. Problems or issues such as available resources, budget, objectives, and timing can be moderately to extremely complicated to resolve. Usually, the employee determines what needs to be done and how. The employee must make regular decisions involving usual and unusual circumstances, conflicting data, conflicting and competing demands while ensuring productivity and quality standards are met.

Scope and Effect

The employee's work affects other Agency departments, the Agency's housing programs, its residents/participants, and the financial viability of the Agency and can determine to a great extent the quantity and quality of housing and services the Agency is able to provide for low-income families. Successful accomplishment of work responsibilities by the employee ensures the Agency is operationally efficient and consistently rated as a standard or high performer by HUD and enhances the Agency's ability to provide housing that is decent, safe, and sanitary, with adequate services for its residents/participants.

Personal Contacts

The Director of Housing has contact with a broad range of individuals including coworkers, applicants, residents, participants, and owners. Personal contacts serve multiple purposes including: giving or gaining information, planning, coordinating, and advising motivating, influencing, directing persons or groups, and justifying, defending, negotiating, making decisions, and resolving problems.

At times, persons contacted may be skeptical, uncooperative, unreceptive, hostile, or willing to express different viewpoints and objectives, but many are willing to cooperate in order to come to an agreement.

MINIMUM QUALIFICATIONS:

Education and Experience

- Bachelor's degree in Business, Public Administration, or a closely related field from an accredited college or university. Five (5) years of relevant, progressively responsible administrative, supervisory, managerial or closely related duties involving administrative and/or operational duties with a federally assisted or public housing Agency/property management company, or closely related responsibilities in other similar fields or an equivalent combination of education, training, and experience resulting in the ability to fulfill the essential job duties of the position.

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- The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:
 - Public Housing Manager

CONDITIONS OF EMPLOYMENT:

Physical Requirements

1. Work is principally sedentary, but may involve some physical exertion during on-site visits with residents or staff members, inspections of Agency developments, sites, dwellings, or facilities, and travel to meetings, conferences, or workshops in other cities.
2. Must be able to sit or stand for up to eight (8) hours at a time while performing essential work duties.
3. Must be able to bend, stoop, climb, push, and pull in the performance of essential job duties.
4. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress
5. Must maintain punctuality and attendance as scheduled.
6. Must maintain a professional appearance and portray a positive image for the Agency.
7. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated. From time to time, it may involve visits to housing developments, sites, dwellings, or facilities.

Other Requirements

1. Must possess a State of Alabama driver's license and maintain a good driving record.
2. Must obtain any certifications deemed necessary by HACP.
3. Must be available for occasional overnight travel for training.
4. Must pass employment drug screening and criminal background check.
5. Must work with the highest degree of confidentiality.

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