

# HUNTSVILLE HOUSING AUTHORITY

200 WASHINGTON STREET (35801)  
P. O. BOX 486  
HUNTSVILLE, ALABAMA 35804-0486  
(256) 539-0774

## **JOB OPENING NOTICE**

### **DECEMBER 7, 2023**

- 1) POSITION TITLE: Assistant Director of Public Housing Operations
- 2) NORMAL HOURS: Monday through Thursday  
8:00 a.m. until 6:30 p.m.  
(May vary according to assigned duties)  
Some scheduled Fridays.
- 3) SALARY RANGE: Salary is commensurate with experience.
- 4) RESPONSIBILITIES: (See Attached)
- 5) QUALIFIED PERSONS INTERESTED: **Qualified** employees should submit an Internal Application Form to the Human Resources Department. The form can be obtained from Human Resources.  
  
**Qualified** external applicants can obtain a position description and application from our website, [www.hsvha.org](http://www.hsvha.org); or at 200 Washington Street. **Resumes will only be accepted with a completed application.**

**This position will remain open through Thursday, December 28, 2023.**

Huntsville Housing Authority is an Equal Employment Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, religion, sex, gender identity, sexual orientation, pregnancy, status as a parent, national origin, age, disability (physical or mental), family medical history or genetic information, political affiliation, military service, or other nonmerit-based factors.

## **ASSISTANT DIRECTOR OF PUBLIC HOUSING OPERATIONS**

Huntsville Housing Authority is seeking a qualified person for the position of Assistant Director of Public Housing Operations. Under the direction of the Director of Public Housing Operations, the successful candidate is responsible for assisting with directing the operations of the Public Housing Operations Department, while maintaining constant interface with the Property Management, and Resident Services to ensure that key issues are being proactively addressed. The Assistant Director of Public Housing Operations exercises considerable independent judgment and initiative in performing the duties of the position and must exercise tact and courtesy when in contact with federal, state, and local officials, consultants, housing agencies, residents, and the general public.

This position will provide direct supervision to the front desk Receptionist, Custodian/Courier, and Intake staff. Please read the duties as outlined in the attached position description.

Must have an Associate's or Bachelor's degree in Business Administration, Public Administration, Urban Planning, or related field from a school accredited by a regional accrediting agency recognized by the U.S. Department of Education; a master's degree is preferred; or any equivalent combination of education, training, and experience, which in the sole determination of the Housing Authority, constitutes the required knowledge and abilities.

The selected individual must have strong interpersonal, organizational, computer, and communication skills, have the ability to prioritize and handle multiple tasks as required, and able to work with a diverse population of individuals. Must be proficient in Microsoft Word, Excel, and Emphasys software, with the ability to learn other software programs. Salary is commensurate with experience.

Must possess and maintain a valid driver's license and have a good driving record.

For a complete position description and application, please visit our website at [www.hsvha.org](http://www.hsvha.org), or obtain an application from 200 Washington Street. **Qualified candidates should submit an application to: Human Resources Department, Huntsville Housing Authority, 200 Washington Street (35801), P. O. Box 486, Huntsville, Alabama 35804-0486. NO CALLS PLEASE.**

**POSITION IS OPEN THROUGH THURSDAY, DECEMBER 28, 2023.**

**Drug/Alcohol/Smoke-Free Workplace**

**EEO Employer**

**HUNTSVILLE HOUSING AUTHORITY (HHA)**  
**POSITION DESCRIPTION**  
**ASSISTANT DIRECTOR OF PUBLIC HOUSING OPERATIONS**

DEPARTMENT	SUPERVISOR	CLASSIFICATION	GRADE	FLSA
Public Housing	Director of Public Housing Operations	Full-Time	36	Exempt

**SUMMARY OF DUTIES:**

Under the direction of the Director of Public Housing Operations, the Assistant Director of Public Housing Operations is responsible for assisting with directing the operations of the Public Housing Operations Department, while maintaining constant interface with the Property Management, and Resident Services to ensure that key issues are being proactively addressed. The Assistant Director of Public Housing Operations exercises considerable independent judgment and initiative in performing the duties of the position and must exercise tact and courtesy when in contact with federal, state, and local officials, consultants, housing agencies, residents, and the general public.

**EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:**

1. Associate's or Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Urban Planning, or related field; a master's degree is preferred; or any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, constitutes the required knowledge and abilities.
2. Must possess a Public Housing Manager Certification or must obtain certification within one year after assuming the position.

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

*All duties listed may not be included in any one position nor does the list include all tasks found in a position of this class.*

- Provides direct supervision to front desk Receptionist, Custodian/Courier, and Intake staff.
- Provides highly responsible and often confidential administrative support to the Director of Public Housing Operations and department staff. Must possess a work ethic founded in honesty, dignity, integrity, self-respect, and trust;
- Accepts, screens, and directs calls regarding complaints, inquiries, and other matters. Applies considerable judgment in the answering of complaints in accordance with established policies and procedures.
- Sets up hearings with Hearing Officer when requested by residents or applicants; Responsible for all correspondence and records relating to evictions;
- Receives eviction requests from Property Managers, checks for appropriate documentation, edits for content, and completes "Unlawful Detainer" form and forwards it to the Director of Public Housing Operations in a timely manner.

**HUNTSVILLE HOUSING AUTHORITY (HHA)**  
**POSITION DESCRIPTION**  
**ASSISTANT DIRECTOR OF PUBLIC HOUSING OPERATIONS**

**ESSENTIAL FUNCTIONS (Continued):**

- Assists with the monitoring of development progress as it pertains to NSPIRE inspections.
- Maintains status log of evictions; Corresponds with attorney as to status of evictions, determining whether or not to proceed with eviction.
- Formats, types, proofreads, duplicates, and distributes correspondence, forms, memoranda, and other materials according to established procedures, policies, and standards.
- Conducts file reviews and audits of public housing tenant files to ensure integrity of files and processes at the sites; Delegates tasks and coordinates flow of departmental activities in relation to priorities and schedules; Assures timely completion of work according to established policies, procedures, and standards;
- Reviews or checks the work products of others to ensure conformance to standards; Accumulates data and generates spreadsheets for reports, i.e., criminal activity, A/C filter checks, performance indicators, etc., for all developments.
- Monitors the Property Manager in analyzing Tenant Balance Reports, re-exams, work order completion, and installment agreements for any discrepancies. Contacts appropriate Property Manager for explanation and correction, if necessary.
- Collaborates with Maintenance Supervisors on the renewals of state and city privilege licenses for all maintenance personnel—bond renewals, certifications for plumbers and gas fitters, HVAC, and pest control licenses.
- Collaborates with Maintenance Supervisors on the maintenance of annual certification of equipment to comply with PHAS requirements, i.e., fire alarms, fire extinguishers, underground tanks, etc.
- Prepares and updates the maintenance Standby Schedule; Keeps Standby Schedule relevant to Authority operations; Coordinates schedule changes with Maintenance Supervisors.
- Coordinates, and prepares, if necessary, departmental travel.
- Provides information and direction to property management staff in the absence of the Director of Public Housing Operations; Supervises the property management staff in the absence of the Director of Public Housing Operations.
- Maintains files of correspondence and other records; Opens and sorts incoming mail, orders supply, and tracks expenditures, incoming mail, orders supplies, and tracks expenditures.

**HUNTSVILLE HOUSING AUTHORITY (HHA)  
POSITION DESCRIPTION  
ASSISTANT DIRECTOR OF PUBLIC HOUSING OPERATIONS**

**THE FOLLOWING PERFORMANCE STANDARDS ARE ESSENTIAL:**

Performance is assessed for all PHAS indicators. Certifications are accurate and are submitted timely.

**PASS (Physical Assessment Subsystem) – 40 points**

Scores are assigned by the following sub-indicators:

<b>Inspectable Area</b>	<b>Weight</b>
Site	15%
Building Exterior	15%
Building Systems	20%
Dwelling Units	35%
<b>Total</b>	<b>85%</b>

- Understand and comply with Uniform Physical Condition Standards (UPCS)
- Inspect 100% of units annually using UPCS protocols
- Examine Capital Fund use and prioritization
- Maintain accurate building and unit inventory
- Perform routine maintenance on all properties, units, and systems throughout the year
- Repair health and safety deficiencies immediately

**MASS (Management Assessment Subsystem) – 25 points**

Scores are assigned by the following sub-indicators:

<b>Inspectable Area</b>	<b>Points</b>
Occupancy	16
Resident Accounts Receivable	5
Accounts Payable	4
<b>Total</b>	<b>25</b>

- Occupancy: Emphasizes and measures the AMP’s performance in keeping available units occupied. Increase number of occupied units/reduce vacancies; maintain an updated waiting list; turn vacant units around quickly;
- Resident Accounts Receivable: Measures the number of resident accounts receivable against resident revenue (i.e., rent paid). Collect the rents on time; enforce rent collection policies as much as possible; increase revenue, and lower Tenant Accounts Receivable (TAR) ratio;
- Be knowledgeable about your physical conditions; review and understand your maintenance reports; know the amounts and status of your Capital Fund Program (CFP) grants; thoughtfully approve construction contracts.

**HUNTSVILLE HOUSING AUTHORITY (HHA)  
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ASSISTANT DIRECTOR OF PUBLIC HOUSING OPERATIONS**

**FASS (Financial Assessment Subsystem) – 25 points**

Scores are assigned by the following sub-indicators:

Inspectable Area	Points
Quick Ratio (QR)	12
Months Expendable Net Ratio (MENAR)	11
Debt Service Coverage Ratio (DSCR)	2
<b>Total</b>	<b>25</b>

- Quick Ratio (QR) – Measures liquidity and current assets;
- Months Expendable Net Ratio (MENAR) – Measures the adequacy of the financial reserves by determining the number of months of operation using the net available resources;
- Debt Service Coverage Ratio (DSCR) – Measures capacity to cover debt obligations through the ability to meet regular debt obligations.

**REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:**

- A minimum of five years’ progressive experience in departmental management; Knowledge of the Public Housing Assessment System (PHAS); Knowledge of conflict resolution principles and the ability to apply them in the workplace; Ability to supervise subordinate employees in a fair and impartial manner;
- Knowledge of the principles and practices of organization theory, management, and planning and their application to the administration of public programs; Ability to develop, recommend, and implement new and revised HHA policies and procedures; and
- Knowledge of data collection, analysis, and related techniques; Knowledge of property management and asset management principles and techniques; Knowledge of public and media relations’ techniques; Knowledge of public speaking techniques.
- Must attend at least one industry training a year for job knowledge and growth; Annual Fair Housing and Sexual Harassment Training required.
- Must stay abreast with changes in policies, operation standards, and HUD regulations.

**OTHER RESPONSIBILITIES:**

- Conducts departmental meetings as assigned by the Director of Public Housing Operations;
- Assumes additional supervisory responsibilities as assigned by the Director of Public Housing Operations; and
- Performs other work-related duties as assigned.

**HUNTSVILLE HOUSING AUTHORITY (HHA)  
POSITION DESCRIPTION  
ASSISTANT DIRECTOR OF PUBLIC HOUSING OPERATIONS**

<b>Employee</b>	<b>Date</b>
<b>HR Director</b>	<b>Date</b>
<b>Deputy Executive Director</b>	<b>Date</b>