

HUNTSVILLE HOUSING AUTHORITY

JOB DESCRIPTION

Position Title: Director of Housing Operations

Department: Housing Operations

Grade: 36

FLSA: Exempt

POSITION SUMMARY: Under the general supervision of the Executive Director/CEO, responsible for the overall planning, organizing, staffing, monitoring, and reporting functions of the Public Housing and Housing Choice Voucher (Section 8) programs.

ESSENTIAL FUNCTIONS: *(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.)*

1. Responsible for the management of the Housing Operations Department, ensuring adequate internal planning, program utilization, and administration of programs in accordance with the U.S. Department of Housing and Urban Development (HUD) regulations, Huntsville Housing Authority (HHA) policies and procedures, the Public Housing Assessment System (PHAS), and the Section Eight Management Assessment Program (SEMAP).
2. Confers with the Executive Director/CEO on Public Housing and Section 8 goals, progress toward meeting goals, problem areas, and coordinating with other segments of the total Housing Operations' program.
3. Ensures that the Housing Choice Voucher/Assisted Housing (Section 8) subsidy allotments are filled with eligible participants and ensures compliance with the HUD federal regulations and the HHA-approved Housing Choice Voucher/Section 8 Administrative Plan.
4. Supervises the work of the personnel assigned to him/her, and conducts their performance assessments.
5. Coordinates input from the Housing Operations' staff regarding annual budget requests and assists the Financial Services Department in preparing departmental expenditures and budgets.

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ESSENTIAL FUNCTIONS (Continued):

6. Establishes and maintains effective working relationships with superiors, associates, subordinates, residents and representatives of neighborhoods, community leaders, agency representatives, and the general public.
7. Ensures that properties are in compliance with HUD-established Housing Quality Standards.
8. Ensures that appropriate required reports, HHA Board actions, and legal responses required by the Authority and HUD are prepared and presented in a timely manner.
9. Applies considerable independent judgment based on knowledge gained through work performance.
10. Identifies training needs, initiates development of subordinates, supervises in-service training programs for staff members, and recommends effective personnel actions.
11. Enforces rules and regulations concerning occupancy policies adopted by the Board of Commissioners of the Huntsville Housing Authority and approved by the U.S. Department of Housing and Urban Development.
12. Visits housing offices, inspecting them for condition, efficiency of operation, and conformity with regulations, initiating corrective action or disciplinary measures where necessary.
13. Receives inquiries and complaints in person, over the telephone, and by letter, and answers them in accordance with established policy.
14. Serves as a mediator in landlord and tenant disputes.
15. Coordinates and collaborates with other departments in establishing and carrying out responsibilities.
16. Prepares scope of services for Request for Proposals (RFPs) as needed.

OTHER RESPONSIBILITIES:

1. Performs other work-related duties as assigned.
2. Ensures that duties, responsibilities, and authority and accountability of all direct subordinates are defined and understood.

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EDUCATION, EXPERIENCE, SKILLS, AND ABILITIES REQUIRED:

1. Bachelor's degree from an accredited college or university in Business Administration, Public Administration, 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. A minimum of five years' progressive experience in departmental management.
3. Strong managerial, written, verbal, analytical, and interpersonal skills, and integrity and ethics.
4. Must possess a Public Housing Manager Certification and Section 8 Housing Manager Certification or must obtain certifications within one year after assuming the position.
5. Ability to organize and prioritize work to meet deadlines.
6. Ability to problem solve.
7. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
8. Working knowledge of Public Housing and Section 8 regulations and requirements, HHA policies and procedures, HHA operations, and departmental activities.
9. Knowledge of HUD-established performance standards (Section Eight Assessment Program [SEMAP] indicators) and HHA-established performance standards as they relate to income and rent determinations.
10. Knowledge of the Public Housing Assessment System (PHAS).
11. Knowledge of conflict resolution principles and the ability to apply them in the workplace.
12. Ability to supervise subordinate employees in a fair and impartial manner.
13. Knowledge of the principles and practices of organization theory, management, and planning and their application to the administration of public programs.
14. Ability to develop, recommend, and implement new and revised HHA policies and procedures.

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EDUCATION, EXPERIENCE, SKILLS, AND ABILITIES REQUIRED (Continued):

15. Knowledge of data collection, analysis, and related techniques.
16. Knowledge of property management and asset management principles and techniques.
17. Knowledge of public and media relations' techniques.
18. Knowledge of public speaking techniques.
19. Knowledge of computerized information systems and ability to use personal computer.
20. Ability to use office equipment such a calculator, copier, telephone, and fax machine.
21. Must possess a valid driver's license, a good driving record, and must be insurable by the Housing Authority's vehicle insurance company.
22. Ability to be covered under the Authority's fidelity bond.