

Huntington WV Housing Authority

Director of Management Job Description

Department: Executive

Reports to: Executive Director

Position Summary:

This position will direct the operations of Huntington WV Housing Authority (HHA)'s primary housing programs from applicant intake through termination. Responsible for ensuring agency goals are met in as efficient and effective manner as possible and that program operations are in compliance with all federal regulations and agency policies and procedures. To inform, make recommendations and carry out directions in assisting the Executive Director (ED).

Essential Job Functions:

The following represents principal responsibilities of the position; however, they are not intended to be all inclusive. HHA reserves the right to change, reassign or combine job duties at any time and at its discretion.

- Direct the management staff of the Client Services, Leased Housing and Housing Management departments to ensure the efficient and effective implementation of HHA policies, goals and objectives. Assures staff understands and complies with policies, Standard Operating Procedures and regulations governing HHA.
- Develop and make effective all parts of the leased Housing Administrative Plan (AP), the Housing Management Admissions and Continued Occupancy Plan (ACOP), and the Public Housing Lease Agreement. Review relevant federal notices and regulations to ensure the policies and lease are in continued compliance. When necessary, propose changes to these documents to the Board of Commissioners for approval.
- Review and analyze reports related to program operations. Regularly report to the ED on performance, trends and outcomes. Make recommendations for improvement through changes in procedures and staffing. Oversee the implementation of changes necessary to improve performance.
- Assure departmental reporting for the monthly Board Report is submitted by required deadlines. Prepare, assemble and recommend resolutions for Board approval prior to required deadlines. Follow Through and prompt completion of all contracts, budgets, grants and other documents resulting from Board action.
- Prepare and submit for approval to Board of Commissioners the Annual and Five-Year Agency plans as required by the Department of Housing and Urban Development (HUD).
- Assist in the preparation of annual department budgets five months in advance of dates necessary for action. Oversee accountability of department supervisors and related Staff responsible for meeting budgetary and financial performance requirements.
- Coordinate with supervisors in the Client Services, Leased Housing and Housing Management departments to assure that resident and client services are being effectively administered.

- Perform periodic quality control reviews of resident files, including inspection of units, to ensure compliance with program guidelines.
- Prepare agency response to inquiries and correspondence from government officials and other external parties related to areas of responsibility in a prompt and timely manner.
- Coordinate staff preparations for program audits and reviews. Prepare agency response to any review findings. Ensure agency compliance with audit recommendations.
- Oversee the preparation of annual compliance reporting related to the Public Housing Management Assessment Program (PHAS), Section 8 Management Assessment Program (SEMAP), and other established rating reports within the required deadlines.
- Interview, recommend and train assigned employees. Evaluate and review work of department supervisors. Recommend personnel action on subordinates' job performance, and take the authorized disciplinary action. Administer grievances and discipline fairly.
- Oversee updating all job descriptions and performance goals within the various departments. Oversee implementation and completion of regularly scheduled employee performance reviews in accordance with the Personnel Policy, Safety Policy and Office Procedures and any other established policies and procedures. Provide results and recommendations to the ED.
- Enthusiastically promote the ED's priorities for the operations of HHA.
- Undertake special assignments from the ED and complete them in a prompt manner.
- Regular attendance and punctuality are essential functions of the job.
- Perform other duties as assigned.

Qualifications:

Education/Knowledge/Licensure: Bachelor's degree in public administration, business administration, social science, or other appropriate program; knowledge of tenant selection, rental assistance programs, and maintenance systems; knowledge of office practices, procedures and office equipment; must have a valid WV driver's license.

Skills: Must be proficient in Microsoft Operating Systems, as well as Microsoft Office applications (Word and Excel); must be knowledgeable in federal, state and local housing laws and rules, or have the ability to obtain such knowledge; ability to handle policy and procedural questions; ability to establish and maintain effective working relationships; ability to make presentations of programs to individuals and groups; ability to solve problems and get work carried out; ability to manage time effectively, be organized and consistent, honest and trustworthy; must possess skills in budgeting, personnel management and public relations; ability to handle independent decisions based on interpretations of policies and procedures; ability to apply principles of logical thinking, to identify problems, collect data, establish facts, draw conclusions, and interpret a variety of technical instructions; requires strong skills in planning, organization, evaluation and implementation of programs to improve agency performance; concentration, time management, initiative, innovation, flexibility, perform work under pressure and attention to detail; must be able to deal with frequent interruptions; ability to work with local officials and boards; ability to maintain and enforce confidentiality in all assignments; ability to answer inquiries and deal effectively with people of diverse ages, economic and cultural backgrounds, successfully work with a variety of populations; ability to

delegate projects and assignments to staff and motivate staff to produce results; ability to communicate effectively verbally and in writing.

Experience: Minimum five (5) years' experience in management and/or public administration. Additional experience working directly in housing management, regulatory oversight or in the administration of rental assistance programs requiring extensive public contacts preferred.

The knowledge, skills and abilities listed above are typically acquired through the levels of education and experience listed. However, any equivalent combination of education and/or experience, which provide an applicant with the listed knowledge, skills and abilities to perform the essential duties and responsibilities of the job, is acceptable.

Required Special Qualifications: Successfully complete a Public Housing Management (PHM) certification training course within the first year of employment (at the employer's expense and subject to funding availability). Successfully complete Tax Credit certification within the first eighteen (18) months of employment (at the employer's expense and subject to funding availability).