



Position Description

Position Title: Executive Office Project Manager
Created By:
Reports to: Executive Director
Date Created: November 2017
FLSA status: Exempt
Approved By:

Summary

The primary purpose of this position is to plan, manage, and coordinate high level agency projects in concert with the department leaders. The incumbent will report to the Executive Director and ensure goals and objectives are accomplished within prescribed time frames, and plans appropriate resources to meet project requirements.

All activities must support the Housing Authority of Baltimore City (“HABC” or “Authority”) 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.

- Manages full life-cycle of projects, including but not limited to: creating project scopes, work plans, work teams task assignments, project communications, implementation, production turnover and post-implementation support; follows a defined, agreed upon project management methodology.
- Fosters a project work environment that promotes productivity, innovation, and collaboration.
- Works in close collaboration with department leaders to support strategic goals; ensures that assigned initiatives are completed within projected timeframes and budget.
- Manages project communications, providing formal and informal status updates both internally and externally.
- Consults both with executive management and department leaders to analyze needs for project requirements; assists in determining scope and priorities of projects
- Defines milestones and deliverables, monitors activities, and evaluates and reports on accomplishments; interacts regularly with Authority staff to determine needs and develop plans for improved delivery.
- Assists with the acquisition of resources and coordinates the efforts of team members and third-party contractors or consultants as needed in order to deliver projects according to plan.
- Works cross-functionally to solve problems and implement changes.
- Oversees and maintains quality control throughout the lifecycle of the project; develops, maintains, and tests quality assurance test plans.
- Develops business processes that ensure projects are efficiently aligning with the metrics and goals of the Authority.



- Develops and maintains technical and project documentation; produces clear status reports to appropriate levels of management.
- Works cross-functionally to resolve outstanding issues, processes and documentation; confers with project team members to provide technical advice and resolve problems.
- Collaborates with management on critical phases of project development and implementation; ensures that project statuses, issues, and successes are communicated to project team, stakeholders, sponsors, and all appropriate levels of management.
- Performs 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 & decision making in accordance with level of responsibility

Client Services: Provides timely, courteous, and quality service to an individual whether internal or external by anticipating individual needs, following through on commitments and ensuring that our clients have been heard

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

Professional Behavior: Exhibits positive, polite, courteous, honest and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate

Communication: Employee is clear, concise and organized in all facets of communication in order to fully transfer understanding. Actively listens and is aware of the audience to adapt message appropriately. Strives to communicate information with appropriate personnel in a timely manner

Teamwork: Actively and collaboratively participates, despite personal differences, towards a common goal. Employee is open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team

Integrity: Employee is honest with oneself, coworkers and clients. Stands up for what is right even in the face of opposition

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates and assists in the correction of any safety concerns where appropriate

Reliability and Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Authority expectations. Performs work in a reliable manner that is both accurate and timely



Education and/or Experience

Bachelor's Degree and a minimum of four (4) years of experience in project management, with past experience on IT related projects. PMP certification preferred. An equivalent combination of education and experience may be considered. Advanced time management and analytical skills are critical. Demonstrated experience with internal client-facing communication skills.

Must possess a valid Maryland driver's license and be insurable under the Authority's plan. Must be eligible for coverage under the Authority's fidelity bond. Must not engage in private real estate business.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks. Experience with process improvement. Experience with project management technology tools.

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; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work 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.

Office environment. The noise level in the work environment is usually moderate.