

BILOXI HOUSING AUTHORITY

Position Description

Classification: **Director of Housing Operations**

Supervisor: **Executive Director**

Department: **Operations**

Status: **Exempt** Pay Grade/Range:

Summary

The primary purpose of this position is to lead the Authority's housing operations (HCV/RAD/VASH/Property Management) and Resident Services program. The incumbent assists the Executive Director with managing strategic housing initiatives and helps to ensure that housing operations are operating effectively, efficiently, and in accordance with the applicable federal, state, and local laws and regulations.

All activities must support the Biloxi Housing Authority ("BHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The listed duties should not be considered as a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the Authority.

1. Directs the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training staff, acting on employee problems, and recommending and implementing discipline.
2. Directs the management of the Authority's housing and resident services programs; assigns work activities, projects, and initiatives; monitors work flow; reviews and evaluates work products, methods, and procedures; ensures compliance with local, state, and federal laws and other related regulations.
3. Monitors all program components of Property Management, HCV, VASH, RAD and other assigned areas, including but not limited to: reviewing and approving budget and

BILOXI HOUSING AUTHORITY

Position Description

project plans; establishing departmental goals and objectives; and developing and adjusting departmental policies and procedures as necessary.

4. Works with senior leadership to execute the Authority's vision, goals, and overall strategic plan through department-based goals and objectives; ensures (in conjunction with appropriate departmental input) the most effective and efficient use of the Authority's resources by allocating and refocusing resources to address key priorities.
5. Conducts regular quality control of activities in operations to ensure compliance with all applicable HUD, state, local, and BHA regulations and policies.
6. Provides ongoing analysis and critique of existing systems in assigned areas and reviews and evaluates departmental methods and procedures; works with staff to identify change management areas where the Authority can increase its effectiveness; makes recommendations for improvement in a manner that reduces costs while maintaining high levels of service; works with direct reports to develop and facilitates plans that cultivate positive and effective change.
7. Analyzes and interprets legislation and government directives relevant to departmental policy; develops and recommends policy changes.
8. Ensures Resident Services program develops and executes initiatives that are in line with the needs of residents and are within funding limits.
9. Meets with resident councils, neighborhood groups, civic associations, city, state, and federal agencies, and other relevant entities to explain housing authority programs, policies, and operations.
10. Stays abreast of affordable housing matters through careful study of HUD regulations, laws, ordinances, and publications related to public housing. Proactively pursues updated training in all relevant areas of affordable housing (RAD, LIHTC, etc.).
11. Other related duties as assigned.

Required Knowledge, Skills and Abilities

1. Thorough knowledge of the principles, methods, and practices of administration, finance, information technology, procurement, and organizational management.
2. Thorough knowledge and understanding of the objectives and requirements of property management, RAD, LIHTC, public housing, and Housing Choice Voucher Programs.
3. Thorough knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners and as set forth by HUD regulations and the state of Mississippi.

BILOXI HOUSING AUTHORITY

Position Description

4. Considerable working knowledge of leadership and coaching concepts.
5. Thorough knowledge of the federal laws, state laws, and city ordinances governing programs operated by the BHA, including health and fire regulations, landlord/resident relationships, leasing of property, and evictions.
6. Considerable knowledge of the organization and programs of community agencies and groups that can assist the BHA in meeting the needs of its customers.
7. Ability to plan, organize, and supervise the operations of a housing authority.
8. Ability to interpret and act on policies, regulations, and procedures as set forth by the Biloxi Housing Authority, the Board, and/or HUD.
9. Considerable knowledge of HUD's PHAS and SEMAP programs.
10. Ability to compile and analyze financial reports and data.
11. Knowledge of report preparation techniques and procedures and a demonstrated ability to prepare and evaluate professional and technical reports, grant applications, and other documents.
12. Thorough knowledge of housing or property management computer applications, technology systems, copiers, calculators, facsimile machines, etc.
13. Demonstrated knowledge of *Microsoft Word* and *Microsoft Excel*.
14. Ability to plan, organize, and develop a wide variety of operational and management programs and procedures.
15. Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
16. Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.
17. Ability to evaluate performance of subordinates accurately and timely, correct deficiencies, guide, replace, and assign personnel.
18. Ability to write program narratives, budgets, statistical and other supporting data, and the ability to develop policy and procedure manuals for various programs.
19. Ability to prepare and present ideas in a clear and concise manner, in English, both orally and in writing.

BILOXI HOUSING AUTHORITY

Position Description

20. Ability to establish and maintain effective working relationships with coworkers, vendors, consultants, contractors, customers, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
21. Ability to perform multiple tasks under pressure while maintaining professional composure under stress.
22. Ability to handle confidential matters with discretion.

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.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

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

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and 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.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

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.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates. Manages performance by providing regular feedback and reinforcement.

Supervision

BILOXI HOUSING AUTHORITY

Position Description

The employee receives instructions from the Executive Director. Guided by established BHA/HUD policy, the employee plans and carries out work activities with a high level of independence resolving problems that arise. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually addressed independently or in consultation with BHA leadership. The employee's work is reviewed periodically for accuracy, completion, and compliance with the policies and procedures and the attainment of objectives.

Minimum Education and/or Experience

1. BS/BA degree in public administration, business administration, or related field and at least seven (7) years of progressively responsible property management and/or low income housing experience, including a minimum of five (5) years of experience in a management role, leading and coaching staff. Public Housing Management (PHM) or equivalent certification preferred.
2. Any equivalent combination of education, training, and experience which, in the sole determination of the BHA, meets the education and experience required for the position.

Language Skills

Ability to read, analyze, and interpret general business periodicals and technical procedures. Ability to communicate clearly and concisely, both verbally and in writing. Ability to understand and follow verbal and written instructions. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Must demonstrate proficiency in basic business math. Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (housing or property management software, MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks, including housing management software.

Special Requirements

BILOXI HOUSING AUTHORITY

Position Description

1. Must possess a valid driver's license, have reliable transportation, and be insurable under BHA's automobile insurance plan.
2. Criminal background checks will be performed on all applicants.
3. This position is subject to a credit check.
4. This position is expected to answer after-hours emergency calls.
5. Must be bondable.

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.

While performing the duties of this job, the employee is primarily stationary, but is regularly required to move throughout the office and sites. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. The employee must be able to exchange information in person, in writing, and via telephone. The employee must be able to operate a computer and standard office machinery.

Working 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.

The noise level in the office work environment is moderate. This position is required to work with the public, external vendors and contractors, and Authority residents.

BILOXI HOUSING AUTHORITY

Position Description

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]