



The Opportunity: Director of Housing Operations Biloxi Housing Authority

The Director of Housing Operations position at the Biloxi Housing Authority (BHA) offers an opportunity to contribute to the day-to-day operations and long-term sustainability of this important agency. As a public housing authority (PHA), the BHA provides safe, high-quality affordable housing to Biloxi residents through its commitment to innovation, efficiency, and accountability. The BHA administers HCV, PBV, VASH, and FSS programming, and plays a key role in maintaining a vibrant and diverse Biloxi community.

The Director of Housing Operations leads the BHA'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.

The Authority and the City

For over 70 years, the Biloxi Housing Authority has worked to provide safe, decent, sanitary, and affordable housing to the Biloxi community. The Authority was originally created to assist veterans returning from World War II, and BHA's first development was constructed during President Franklin D. Roosevelt's administration at the East End Homes site on Maple Street. This property is the current location of Cadet Point Senior Village, which was completed in 2007 and is part of the agency's HOPE VI development. BHA's Cadet Point Senior Village was the first multi-family development to be completed in the city of Biloxi after Hurricane Katrina. BHA recently converted the majority of its housing portfolio to the Rental Assistance Demonstration Program (RAD).

BHA's staff includes over 45 employees. Its portfolio ranges from family and senior housing to an innovative assisted living facility and nursing home, with services provided by Pavilion Health Services.

Biloxi offers a variety of historical and cultural attractions in a hospitable and scenic Gulf Coast environment. The BHA is located close to some of the area's most exciting museums, restaurants, and shopping. Residents and visitors enjoy nearby beaches, fishing, and boating opportunities.

The Operations Department

BHA's Operations Department is responsible for managing and maintaining the Agency's federal and state public housing inventory, as well as managing the tenant selection process.

The Position

The Director of Housing Operations reports to the BHA's Executive Director and is a member of BHA's leadership team.

Essential Duties

- 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.
- 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.

Vision

Our vision is to enhance lives by creating strong communities, empowering residents, and building partnerships.

Mission

BHA's mission is to develop, support and sustain safe, quality affordable housing communities, and to encourage self-sufficiency.

- Monitors all program components of Property Management, HCV, VASH, RAD and other assigned areas, including but not limited to: reviewing and approving budget and project plans; establishing departmental goals and objectives; and developing and adjusting departmental policies and procedures as necessary.
- 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.
- Conducts regular quality control of activities in operations to ensure compliance with all applicable HUD, state, local, and BHA regulations and policies.
- 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.
- Analyzes and interprets legislation and government directives relevant to departmental policy; develops and recommends policy changes.
- Ensures Resident Services program develops and executes initiatives that are in line with the needs of residents and are within funding limits.
- 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.
- 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.).
- Performs other related duties as assigned.



Desired Background & Competencies

Education/Experience: Bachelor's 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) in a management role, leading and coaching staff. Public Housing Management (PHM) or equivalent certification preferred. An equivalent combination of education and experience may be considered.

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 and 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.

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.

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

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates. Manages

performance by providing regular feedback and reinforcement.

Compensation

- Compensation is commensurate with experience
- Executive-level benefits package, including health, life, vision, and dental insurance.

To apply, please send a resume and cover letter by email to: [Human Capital Initiatives Recruit@humancapitalinitiatives.com](mailto:HumanCapitalInitiativesRecruit@humancapitalinitiatives.com)

Please include the job title "Director of Housing Operations" in the subject line of your email. Do not contact the BHA directly regarding this position.

It is the policy of the Biloxi Housing Authority to give preference in employment to Section 3 - eligible individuals. **The Biloxi Housing Authority is an Equal Opportunity Affirmative Action employer.** Minorities, individuals with disabilities, and others are encouraged to apply.

