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| <b>SUFFOLK REDEVELOPMENT AND HOUSING AUTHORITY</b> |                             | <b>JOB DESCRIPTION</b> |                   |
| <b>Position Title</b>                              | Housing Operations Director |                        |                   |
| <b>Reports To</b>                                  | Executive Director          | <b>Starting Rate</b>   | \$46,591-\$69,164 |
| <b>Department</b>                                  | Housing Operations          | <b>Date</b>            | June 2019         |

**General Statement of Duties:**

Under the supervision of the Executive Director, the Housing Operations Director is responsible for the overall administration, supervision and operation of the Authority's Public Housing, Resident Initiatives, Occupancy, Housing Choice Voucher (HCV) Program and Family Self Sufficiency (FSS) Divisions.

**Essential Job Functions (Illustrative Only)**

1. Supervises the daily operations of Public Housing Management, Resident Initiatives, Occupancy, the Housing Choice Voucher (HCV) Program and Family Self Sufficiency (FSS) Divisions.
2. Maintains daily contact with staff to ensure maximum effectiveness in day-to-day operations and to offer advice and assistance as needed.
3. Administers the daily activities of management and monitors problems occurring in the accomplishment of policies, procedures and programs.
4. Prepares appropriate budgets and monitors income and expenditure accounts.
5. Monitors and evaluates changes in the Department of Housing and Urban Development (HUD) policies and procedures, affecting housing management, occupancy and the Housing Choice Voucher (HCV) program operations.
6. Keeps apprised of current legislation pertaining to housing programs for which responsible.
7. Reviews pertinent reports prepared by the housing and administrative staff prior to forwarding to supervisor or other appropriate offices.
8. Investigates all problems and complaints following request for assistance from subordinates and attempts to effect solutions appropriate to all parties involved.
9. Attend meetings of Resident Council, other representative resident groups, and local agencies and community groups upon request.
10. Advises and assists departmental personnel as required in the overall administration of housing programs.
11. Maintains a close working relationship with HUD Virginia State Office to keep apprised on the latest developments in housing management, occupancy and the Housing Choice Voucher (HCV) Program techniques.
12. Acts a liaison between Maintenance Services, Modernization and Housing Management staff in order to coordinate work activities and minimize any difficulties and problems which may occur in these areas of operation relative to occupancy and/or relocation of tenants.

13. Assists in the preparation of all required HUD and internal reports concerning public housing, occupancy and the Housing Choice Voucher (HCV) Program activities.
14. Insures, in conjunction with the assistance of Housing Management, Occupancy, the Housing Choice Voucher (HCV) Program staff, the prompt execution of all directives, policies, and procedures of the Authority and HUD.
15. Oversees the application, resident intake and the continued occupancy process, rent collections and related legal procedures, lease terminations, evictions and grievance hearings relative to the Occupancy and the Housing Choice Voucher (HCV) Program Divisions.
16. Assigns the appropriate staff person to conduct frequent inspections of the housing parks and notifies the staff of any deficiencies and problem areas, assisting in correction as required.
17. Maintains a functional working relationship with all concerned agencies of the City involved directly or indirectly with the Authority's housing, occupancy and the Housing Choice Voucher (HCV) Programs. Performs other duties as assigned. Observes all safety rules and regulations.
18. The Housing Operations Director will oversee and coordinate the Family Self Sufficiency (FSS) Program staff as well as implement, coordinate and monitor components of the Authority's Fair Housing Plan.
19. Conducts Fair Housing seminars and training for the general public.
20. Assists and works with the media in disseminating information to the general public on housing discrimination and correct procedures for filing complaints.

### **Required Knowledge and Abilities**

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

1. Thorough knowledge of the practices, principles and techniques of housing management, occupancy and the Housing Choice Voucher (HCV) programs.
2. Thorough knowledge of state and federal housing programs and Federal Fair Housing Laws.
3. Demonstrated ability to supervise and direct the activities of staff personnel.
4. Excellent organizational skills and must have the ability to plan and organize work.
5. Ability to interact effectively with staff, residents and other concerns.
6. Ability to communicate effectively both orally and in writing which shall include the ability to make oral reports and presentations.
7. Ability to plan, organize and schedule work, exercise sound judgment and to exhibit and maintain effective working relationships.
8. Establishes and maintains to the greatest extent possible a viable working relationship with all appropriate agencies of the City and all other persons with which the Authority may come into contact.

**Physical Requirements:**

1. Sufficient manual dexterity to allow operation of a variety of automated office machines, i.e. computer keyboard, copy machine, printer, fax machine, telephone, typewriter, etc.
2. Ability to move, carry and/or operate objects and materials such as office supplies, files, computer printouts, reports, calculators, etc.

**Acceptable Experience and Training:**

1. Graduation from a college or a university or recognized standing or any equivalent combination of training or experience.
2. Proven administrative and supervisory experience and expertise in management control is highly desirable.
3. Aggressively responsible experience in the general administration and overall management function of low-income housing management, occupancy and the Housing Choice Voucher (HCV) programs is required.
4. Excellent verbal and writing skills are essential.

**Special Requirements:**

1. Valid Drivers license required and must maintain eligibility for coverage under the Authority's automobile insurance.
2. Must pass a drug screen.
3. Must supply a criminal background record check.
4. Must possess certification as a Public Housing Manager or Certified Property Manager from a HUD approved accredited organization within two years of the initial date of employment.

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