

THE GREATER GADSDEN HOUSING AUTHORITY(GGHA)

Job Posting

Selecting Officers: Greg Price, Executive Director

Director of Operations. The regular office hours are Monday - Thursday from 7:00 am to 5:30 pm. The person selected for this position will be located in the Central Office.

Advertising Date: Wednesday, October 25, 2023: Applications will be taken until the position is filled but the initial review of applications will begin end of October, first of November. **Note: Must complete the application supplied by the GGHA (Copy Attached). Applications must be submitted to the Central Office 422 Chestnut Street Gadsden, AL 35901 or emailed to info@ggha.org.**

No online service applications will be accepted.

Condition of Employment: The person selected for this position will serve an Introductory Period before becoming eligible for benefits (health insurance available after completion of first full calendar month of employment). The temporary period of the employee will be a minimum of three months and a maximum of one year. This position requires a "**Certification of a Public Housing Manager**" within 12 months of employment. The employee will be expected to take the "Certification" test after 3 months of employment and the Housing Authority will pay for all travel, training and test costs. If the employee fails the test the employee must retake the test, **at his/her own expense**, prior to the expiration of the 12-month period of employment. Note: The employee **will not** be considered for regular employment, until the required "Certification" is received by GGHA. If the employee selected does not pass the certification test on the second try or does not perform the duties satisfactorily, the employee will be **terminated** from employment. The position requires a thorough knowledge of the Public Housing Program including occupancy, maintenance, modernization and other related areas of operation.

The person serves as the head of the Property Management Department and assistant to the Executive Director, overseeing housing, residence initiatives, maintenance, modernization and construction programs of the Authority through subordinate supervisors.

Minimum Qualifications: Bachelor's degree in business administration, public administration, or related field, plus 5 years of progressively responsible supervisory experience in public housing administration, or an equivalent combination of education and experience.

The information contained in the application and job experience (as indicated in the application) will be evaluated to determine if the applicant meets the minimum requirements for this position and determine best qualified. This information will be evaluated and those selected as best qualified will be contacted for an interview. Individuals that were not selected for an interview will be notified, in writing.

Note: All GGHA Offices are designated as non-smoking buildings!

This position includes an excellent benefit package and starting salary

The GGHA is an Equal Opportunity Employer: See Application for Equal Opportunity Statement

Job Description

Greater Gadsden Housing Authority

Director of Operations

Department: Housing Operations

Level: 34

Date:

Reports To: Executive Director

FLSA: E

Summary

Serve as the head of the Property Management Department and assistant to the Executive Director. Oversee public housing, multifamily housing, residence initiatives, maintenance, modernization and construction programs of the Authority. Responsible, directly or through subordinate supervisors, for application processing, property leasing/management, maintenance of properties, construction and modernization projects. Establish policies and procedures for the property management departments to achieve goals and meet or exceed HUD standards. Evaluate accomplishments through the review of routine and special reports. Assist in the formulation of plans and programs, evaluation of existing programs, and establishment of organization goals, represent the authority in the community, with HUD, local government agencies, and with other groups and agencies, and fill in for the Executive Director, as needed.

Essential Job Functions

- A. Oversee, either directly or through subordinate supervisors, public housing program, multifamily program, and maintenance, modernization and construction programs of the Authority and provide direction in order to meet the organization's long and short-term goals
1. Establish policies and procedures to assure that goals are met and that HUD regulations are followed
 2. Establish controls to assure that directives, policies and procedures are being followed
 3. Provide assistance and support to functional areas in solving problems and establishing milestones
 4. Review reports in order to track vacancies, work order turnaround, overall condition of properties, construction projects, etc.
 5. Monitor fraud investigations and assist, as needed
 6. Ensure that random reviews of logs, control systems and files are conducted in accordance with established procedures
 7. Resolve disputes, aggravated problems, or other matters as needed
 8. Approve time sheets, mileage and travel requests, etc.
 9. Establish performance standards for subordinates, prepare performance appraisals, and discuss with employees
 10. Interview prospective employees and make hiring recommendations
 11. Recommend disciplinary action as needed
 12. Inspect major damage, such as that caused by fire or natural disasters, in order to make reports to insurance company and assist in obtaining and reviewing estimates, as needed
 13. Execute contracts up to \$25,000
 14. Conduct periodic staff meetings
- B. Monitor fiscal matters for housing programs to determine whether financial goals are being met
1. Analyze rental subsidy program utilization funding and administrative fees
 2. Monitor tenant Accounting Records (TAR) to assure that collections and payments are being made and posted in a timely manner
 3. Monitor status of repayment agreements by reviewing periodic reports
 4. Assist in locating funding for programs and apply for grants
 5. Provide periodic reports to Executive Director and Board of Commissioners

- C. Supervise multifamily staff and assist as needed
 - 1. Overseeing all operations including maintenance, capital improvements, lease administration, budgeting, forecasting, reporting, collections, evictions, vacancy anticipation, marketing, lease renewals, service contracts, expense control, audits, etc.
 - 2. Review/complete lease/renewal paperwork to ensure completion to company standards as needed.
 - 3. Developing, leading, and managing a high-performing, cohesive team, including leasing, maintenance, and management personnel, in order to maximize their engagement and minimize turnover.
 - 4. Review/maintain residents' files in accordance with company standards.
 - 5. Maintain a positive living environment for community residents through prompt conflict resolution and consistent follow-up.
 - 6. Manage and maintain all aspects of the overall community budget and finances.
 - 7. Collect data to submit HAP payment requests monthly.
 - 8. Work with manager to ensure that leasing/marketing goals are being met.
 - 9. Approve and monitor invoices and payments to all vendors, subcontractors, and suppliers

- D. Monitor maintenance and construction projects and participate as needed
 - 1. Meet with consulting architects, engineers, and contractors to plan new and evaluate ongoing modernization and construction projects
 - 2. Conduct and/or participate in pre-bid conferences, as needed
 - 3. Represent the Authority at pre-construction and progress meetings related to projects
 - 4. Prepare or direct preparation and submission of HUD reports, as required
 - 5. Solicit or direct solicitation of quotes for non-routine contracts, such as, cutting trees, repairing fire damage to units, and other property damage requiring outside assistance
 - 6. Communicate with local utilities in order to coordinate work needed in communities

- E. Supervise subordinate staff, and provide assistance in managing employees
 - 1. Interpret and apply GGHA personnel policies, departmental policies, and other relevant policies and procedures
 - 2. Prepare and review performance appraisals and discuss with subordinates as appropriate
 - 3. Counsel employees regarding job performance, attendance and document in accordance with established procedures
 - 4. Provide advice and assistance to subordinate supervisors regarding employee discipline
 - 5. Inform Executive Director and implement disciplinary action as needed
 - 6. Review newly added information into the GGHA's property History Manual by the Coordinator of Construction and Modernization for accuracy and completeness

- F. Participate in the overall administrative function of the Authority
 - 1. Confer with the Executive Director regarding problems, potential problems, and to advise of the status of projects and assignments
 - 2. Stay abreast of housing matters, developments, and opportunities by studying HUD regulations, laws, ordinances, and publications and by attending professional conferences, training and meetings
 - 3. Prepare budget, budget revisions, and periodic budget reports as needed for areas of responsibility
 - 4. Assist with strategic planning, including the formulation of short and long-term goals and plans for the Authority
 - 5. Participate in 5 year plan evaluation and revision by preparing annual statement, recommended revisions, cost estimates, and public hearings
 - 6. Work with executive staff to prepare applications and evaluation of new program offerings, such as homeownership, development of tax-credit properties, etc.
 - 7. Prepare reports and conduct studies as needed

Knowledge, Skills, and Abilities

1. Knowledge of HUD, GGHA, and other state and local policies, procedures, and regulations related to the operation of a public housing authority
2. Knowledge of the principles and practices of management and supervision
3. Knowledge of the principles and practices of communication
4. Knowledge of the principles and practices of budgeting and budget administration
5. Knowledge of report preparation techniques
6. Knowledge of data collection and analysis methods and procedures
7. Knowledge of modern office equipment including copier, computer, calculator, fax, etc.
8. Knowledge of local, state, and federal laws governing public and other subsidized housing programs including health and fire regulations, landlord/tenant regulations, leasing of property and evictions
9. Knowledge of community and social services available locally and through local, state, and federal agencies and/or funding sources
10. Ability to plan, organize, and assign routine work and special projects in order to meet organizational goals
11. Ability to develop and establish effective working relationships with employees, officials, and the public
12. Ability to compile data, prepare reports, analyze reports and data, and formulate recommendations
13. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements
14. Ability to use computers in compiling and analyzing data, preparing reports and correspondence
15. Ability to effectively initiate and manage work projects
16. Ability to effectively relate to and deal with construction professionals and residents in order to accomplish organizational goals and complete projects
17. Ability to assist in planning, promoting, and evaluating housing and housing-related programs
18. Ability to write program narratives, budgets, statistical and other supporting data and to develop policy and procedure manuals for various programs
19. Ability to communicate effectively, both orally and in writing, with groups and individuals
20. Ability to delegate duties and assignments in order to achieve objectives
21. Ability to evaluate performance of subordinates, correct deficiencies, and to effectively assign personnel
22. Ability to present ideas and information in a clear and concise manner, both orally and in writing

Minimum Qualifications

Bachelor's degree in business administration, public administration, or related field, plus 5 years of progressively responsible supervisory experience in public housing administration, or an equivalent combination of education and experience.

Other: Valid Driving License
Certification as a Public Housing Manager (Must be obtained within 12 months of employment.)
Ability to be insured under the Authority's automobile policy
Ability to be covered under the Authority's fidelity bond

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform all of the job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. All job duties must be performed in accordance with the provisions of the employee handbook.