

## Job Description

**Job Title:** Director of Housing Operations  
**JD #:** E5  
**Department:** HOUSING OPERATIONS  
**Reports To:** Deputy Executive Director  
**FLSA Status:** Exempt  
**Approved Date:** 2021

### JOB SUMMARY

Responsible for performing a variety of complex and diverse managerial and administrative duties pertaining to the overall effectiveness and efficiency of the Authority's Public Housing Management, Asset Management, Capital, Facilities and Maintenance. Revises policies, procedures, and plans to ensure and maintain program compliance with HUD's changing regulations and guidelines. Makes administrative and management decisions concerning overall operations of applicable plans.

### ESSENTIAL FUNCTIONS

#### Essential Duties and Responsibilities

*The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.*

1. Responsible for strategic planning, developing, implementing, and administering the overall goals and responsibilities of the department. Actively leads, manages, and develops a culture of continuous improvement to ensure effective planning, high standards for resident services, and appropriate controls to ensure revenue and performance is consistent with agreed targets.
2. Directs and provides guidance to Admissions and Occupancy staff in the development and implementation of policies to ensure all procedures are in compliance with HUD guidelines, and that interviews, eligibility processes, maintenance of waiting lists for appropriate bedroom size and for sites, re-examinations, preparation of contracts, etc., are in accordance with the Authority's rules, policies, and procedures completed in a timely and professional manner.

3. Establishes and implements property management policies and directs and monitors/provides guidance to subordinates to ensure compliance with federal, state, and local housing regulations, and that organizational goals are met.
4. Directs and prepares departmental budgets, staffing plans, maintenance schedules (*e.g.*, annual inspections, preventative maintenance, required narrative, and statistical reports for submission to the Deputy Executive Director, Executive Director, HUD, and the Board of Commissioners) and reviews reports prepared by departmental staff.
5. Directs and provides guidance to the Deputy Executive Director in the preparation of Capital Improvement modernization and revitalization plans, timetables, activities, and budgets ensuring compliance with funding programs and federal, state, and local residential building requirements.
6. Directs and provides guidance to the maintenance staff in providing skilled trade services (*e.g.*, electrical, plumbing, HVAC, etc.) for Authority properties and oversees response to routine and emergency repair requests to ensure timely and successful resolution of problems. Directs the preparation of annual maintenance schedules and budgets and their implementation. Directs and provides guidance to the maintenance staff in the effective assignment, servicing, and replacement of Authority vehicles and equipment.
7. Acts as the Authority's HUD Section 504 compliance officer to ensure that qualified individuals with a disability will not be excluded from the participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Provides guidance and develops policy on 504 issues.
8. Monitors and tracks non-routine legal matters and their dispositions to ascertain long and short-term effects and impacts on the Authority, its practices, its budget, and its image in the Community.
9. Supervises staff, providing ongoing assistance to support a positive and productive working environment. Approves and oversees the selection, employment, training, direction, supervision, utilization, discipline, and termination of Authority employees and makes recommendations for other personnel-related activities. Sets standards, frameworks, performance indicators and protocols, identifying necessary responses to overcome performance issues and take appropriate action where required.
10. Interacts with businesses, public officials, and public agencies to successfully maintain positive Authority image and working relationships.

## **SUPERVISORY RESPONSIBILITIES**

The Director of Housing Operations receives instructions from the Deputy Executive Director regarding Authority goals, their priorities, and special assignments. The employee routinely works without the direction of the Deputy Executive Director and is free to develop methods, deadlines, and/or objectives. Normally the Director of Housing Operations makes independent decisions pertaining to situations not covered by specific guidelines, but the Deputy Executive Director is consulted in serious or unusual circumstances. The work of the Director of Housing Operations is reviewed for progress, achievement of goals as appropriate to the circumstances, and compliance with procedures.

The employee provides guidance to subordinates, developing activities, setting priorities, establishing timelines, and modifying or making changes in the course of achieving global and priorities. The employee monitors the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals or objectives.

## **QUALIFICATIONS AND COMPETENCIES**

### **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.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

***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.

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

***Teamwork:*** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

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

### **Job Competencies**

1. Thorough knowledge of the modern principles, practices, and techniques of Public Housing Authority management.
2. Thorough knowledge of the relationship of PHA's to other federal, state, and local jurisdictions and their abilities to provide funds or other support to the Authority.
3. Thorough knowledge of Authority operating policies and procedures, pertinent HUD regulations, and federal, state, and local laws and regulations pertaining to public housing authorities.
4. Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, goal setting, and performance evaluation.
5. Thorough knowledge of procurement regulations and OSHA requirements.
6. General knowledge of the modern principles, practices, and techniques of maintenance and other functional areas within the Authority.
7. Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting, and of the function and operation of the construction industry.
8. Skill in presenting information in a clear, organized, and convincing manner.
9. Must be able to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.

10. Ability to accurately and completely document in writing appropriate events and activities.
11. Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
12. Ability to read and comprehend complex material.
13. Ability to identify operational problems and develop effective solutions.
14. Ability to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.
15. Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
16. Ability to operate appropriate Authority computer equipment and software packages.
17. Must be able to maintain punctuality and attendance as scheduled.
18. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

### **EDUCATION AND EXPERIENCE**

Bachelor's Degree or master's degree in related field and a minimum of seven (7) years of progressively responsible experience in property management. A minimum of five (5) years of senior level management. PHM Certified or other relative housing certifications preferred. Expertise in several areas such as, subsidize housing rules and regulations; asset management; maintenance scheduling and construction management; Housing Choice Vouchers; public safety; resident services; mixed finance, community relations; budget and financing.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Public Housing Manager
- Occupancy Specialist
- Rent Calculation
- Enterprise Income Verification System
- Uniform Physical Condition Standards
- Supervisory Maintenance
- LITHC Certification
- RAD

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

*Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed.*

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in an office environment with occasional travel to meetings. The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. The office noise level in the work environment is moderate.

## **CONTACTS**

The Director of Housing Operations has contact with a broad range of individuals including coworkers, applicants, residents, business firms, contractors, consultants, local, state, and federal officials, and architects. Personal contacts serve multiple purposes including giving or gaining information, planning, coordinating, and advising motivating, influencing, directing persons or groups, and justifying, defending, negotiating, and resolving significant and/or sensitive and controversial issues.

## **OTHER REQUIREMENTS**

1. Must possess a valid driver's license.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.

The Housing Authority of Kansas City, Missouri is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director. Employment with the Housing Authority of Kansas City, Missouri is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

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**EMPLOYEE SIGNATURE**

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**DATE**

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**SUPERVISOR SIGNATURE**

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**DATE**