
Job Description

Job Title: Operations Associate
JD# HO9
Department: HOUSING OPERATIONS
Reports To: Deputy Executive Director
FLSA Status: Exempt
Approved Date: 2022

JOB SUMMARY

The Operations Associate serves as the Environmental Review (ER) Liaison between the Authority and the city of Kansas City. Performs highly responsible and complex administrative support to the Facilities department, the Housing Operations department and Deputy Executive Director by completing ongoing assignments such as coordinating department meetings; organizing and maintaining department files and records; routine data entry to complex secretarial and administrative work in keeping official records. The incumbent will handle confidential and sensitive information; communicate with individuals at various levels within and on behalf of the Authority, navigates within the Authority's structure to solve problems; multitask to achieve results and progressively assume responsibility.

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. Acquires and maintains in-depth knowledge of HUD and Authority guidelines, policies, and procedures, maintain a full understanding and ability to communicate department goals and standards.
2. Develops positive working relationships with co-workers, executive management, other departments, and service providers, seeking input from affected parties while working on projects.
3. Ensures effective communication of standardized processes and procedures for the department.

4. Monitors and controls workflow of projects and requests to ensure quality, maintain timeframe completion and accurate details pertaining to projects between many departments and the city of Kansas City.
5. Creates and manages various tracking systems to ensure projects are on schedule, within budget, and in compliance with contract agreements and regulations.
6. Maintains records of scopes of work, City Notices, submitted ER's in standard electronic folder.
7. Prepares purchase orders for Facilities department, administrative staff and Public Housing Properties.
8. Assists the Deputy and Facilities to update and maintain the capital funds plans and uploading the 5-year plan to EPIC.
9. Works closely with the Deputy, Procurement and Finance Department to ensure projects are getting paid and completed in a timely manner.
10. Orders office equipment, supplies, tools etc. for the Maintenance/Facilities Department.
11. Composes or assists in preparing, types, and proofreads confidential correspondence and reports. Requests for Proposals (RFPs), contracts, funding applications, summaries, memoranda, and forms from verbal direction, relevant information from a variety of sources, or knowledge of departmental policy and procedures and presents the information in a clear and understandable format.
12. Locates and compiles information as assigned, and uses applicable software to create spreadsheets, relational databases, statistical packages, reports, graphs, records, graphics packages to assemble, manipulate, and/or format data and reports. Assembles and categorizes facts and figures for written computation and calculations.
13. Assists and monitors the Work Order System.
14. Assembles internal monthly reports and status reports for all projects.
15. Assembles all required documents for submittal of off-line units.
16. Responsible for overseeing the Project management system that tracks work done to Authority properties.
17. Creates, files, organizes, and tracks the paperwork tied to grant money.

18. Review off-line unit request, maintains off-line unit approval records and monitor off-line status in the PIC System.
19. Collects data for preparations of budgets, assist with routine reports and expenditure reports.
20. Builds and creates training materials and packets.
21. Provides detailed and time efficient note taking at property walkthroughs and staff meetings.

SUPERVISORY RESPONSIBILITIES

The employee receives assignments and instructions from the Deputy Executive Director and Interim Co-Assistant Facilities Directors. Course of action, deadlines, and priorities may be established by procedure, the supervisor, or the employee, depending on the assignment and/or project. The employee initiates routine activities without supervisory direction. Problems or situations not covered by instructions are normally referred to the supervisor for resolution. The employee's work is reviewed on an intermittent basis for accuracy, completion, and compliance with policies and procedures. The employee has not supervisory duties.

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.

Job Competencies

1. General knowledge of HUD regulations, Authority policies, procedures and practices pertaining to the Capital Funds.
2. General knowledge of architectural/engineering/construction practices helpful.
3. Thorough knowledge of generally accepted business principles, practices, and techniques.
4. Thorough knowledge of general office procedures, and practices, including business English and math.
5. Ability to communicate effectively with those involved in projects. Demonstrate above average writing and verbal communication skills.
6. Demonstrate organization of projects and all details pertaining to project.
7. Skilled in Microsoft Office (Word, Excel, PowerPoint, Outlook) as well as Adobe Software.
8. Ability to prepare concise and accurate reports.
9. Ability to be flexible, organized and detail oriented.
10. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
11. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

12. Ability to calculate figures and amounts such as discounts, interest, commission, proportions, percentages, area, circumference, and volume.
13. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
14. Ability to deal effectively with sensitive and confidential information.
15. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
16. Must be able to maintain punctuality and attendance as scheduled.

EDUCATION AND EXPERIENCE

Associates Degree or equivalent training and experience. A minimum of two (2) years of office support experience. Proficient in Microsoft Office and knowledge in Work Order and grant funding preferred or an equivalent combination of education and experience resulting in the ability to fulfill the essential job duties of the position.

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:

- Procurement and Contract Management
- Fair Housing

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. Office environment. The noise level in the work environment is moderate.

CONTACTS

Most of the employee's contacts are with Authority employees, city, county, architects, engineers, contractors, business firms, residents, and vendors. Contact is made to verify, give, obtain, clarify, provide information; coordinate, advise, motivate, influence, justify, defend, negotiate, or resolve matters or issues. Some difficulty may be experienced in communications with residents.

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.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE