
Job Description

Job Title: Assistant Director of Operations
JD#: HO2
Department: HOUSING OPERATIONS DEPARTMENT
Reports To: Director of Housing Operations
FLSA Status: Exempt
Approved Date: 2021

JOB SUMMARY

The primary purpose of this position is to assist the Director of Housing Operations to direct, manage, and oversee the operations department of the Authority by ensuring the long-term financial health, physical quality, and regulatory/statutory compliance of Public Housing developments.

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. Directs the work of the Tenant Selection department, including the oversight of the Authority's Public Housing and Section 8 wait lists; establishes objectives and performance goals for staff; and approves leave requests and review timesheets.
2. Assists Director of Housing Operations in development and implementation of policies and procedures for Public Housing Operations.
3. Supervises and monitors the activities of the contracted property management company(ies) including evaluation of the financial performance of the projects.
4. Maintains annual project compliance and monitoring schedules, monitors project financials for conformity to budgets, and ensures that annual property budgets are prepared.
5. Advises Property Managers as to course of action to be considered based upon policy, procedures, and regulations.

6. Plans, manages, coordinates, and directs staff in achieving high performing REAC and PHAS indicator goals.
7. Performs walk-by inspections, at least monthly, of buildings and grounds to ensure maintenance of curb appeal and resident compliance with applicable lease provisions. Issues citations when necessary and provides oversight of effective resolution of unsatisfactory conditions with residents.
8. Assists Director of Housing Operations in planning and organizing Public Housing Staff PHAS indicator goals; and conducts operations analysis on all Public Housing properties through management and site reviews.
9. Maintains annual development compliance and monitoring schedules.
10. Monitors, reviews, and analyzes housing management data and prepares monthly, quarterly, annual and/or other reports as required addressing occupancy, delinquency rates, and other related information in a timely manner.
11. Serves as back-up to the Director of Housing Operations (i.e. meetings, reporting, PH monitoring, etc.).
12. When necessary, supervises, reviews and guides recommendations in the area of evictions, and legal action; advises Property Managers as to course of action to be considered based on appropriate policy, procedure, and regulations.
13. Attends relevant Authority meetings to exchange information and further the development and implementation of processes and activities to enhance overall performance, effective operations, and maintenance of optimum lease-up rates.

SUPERVISORY RESPONSIBILITIES

The Assistant Director of Housing Operations receives instructions from the Director of Operations daily regarding assignments, priorities, deadlines, and project parameters. The employee is generally free to develop methods, priorities, and/or objectives and make modifications within boundaries set by the supervisor. Normally, the employee makes independent decisions pertaining to situations not covered by specific guidelines, but the supervisor is consulted in serious or unusual circumstances.

The Assistant Director of Housing Operations gives assignments to Tenant Selection Supervisor and staff specifying priorities, deadlines, and objectives. Assignments to staff will include what is to be done, deadlines, quality, quantity, and priority. The Assistant Director instructs, assigns,

plans, and reviews work of staff and recommends solutions, discipline, evaluations, hiring, and discharge of employees.

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. Considerable knowledge of property management with affordable housing development in public and non-profit sector.
2. Ability to analyze data, trends, and governmental regulations.
3. Effective verbal and written communication skills, including verbal presentations.
4. Ability to lead, supervise and train staff.
5. Ability to communicate and relate to persons of diverse backgrounds and abilities.
6. Skill in effective verbal and written communication skills, including verbal presentations.
7. Skill in motivating, leading, supervising and training.
8. Knowledge of property management with affordable housing development in the public and nonprofit sector.
9. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
10. Ability to calculate figures and amounts such as discounts, interest, commission, proportions, percentages, area, circumference, and volume.
11. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

EDUCATION AND EXPERIENCE

Bachelor's Degree and a minimum of five (5) years of progressively responsible experience in asset and property management preferably with low-income property, low-income tax credits and/or other government sources.

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
- Enterprise Income Verification System (EIV)
- Occupancy Standards
- Uniform Physical Condition Standards (UPCS)
- Rent Calculation

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. At times, must be available to work extended/flexible hours and weekends as needed. Must possess the ability to detect auditory and/or visual alarms. Office environment. The noise level in the work environment is moderate.

CONTACTS

The Assistant 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.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE