

DEPUTY EXECUTIVE DIRECTOR OF HOUSING

DEFINITION

Under administrative direction, provides highly responsible and complex management support and professional assistance in areas of expertise to the Deputy Executive Director and Executive Director in coordinating and directing all Housing Authority (Agency) housing programs and projects and in executing the long-term vision for the Agency in collaboration with the Executive Management team; provides leadership to the Housing Department to enable department and division heads to effectively and efficiently maximize available resources; ensures quality services to stakeholders, and clients; coordinates assigned activities with government officials, outside agencies, and the public; fosters cooperative working relationships among Agency departments and with intergovernmental and regulatory agencies and various public and private groups; acts as Deputy Executive Director in his/her absence; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Executive Director. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises direct supervision over the Director of Housing and general direction and supervision over management, supervisory, professional, technical, and administrative staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is an executive management classification in which the incumbent oversees, directs, and participates in all activities of the Agency housing programs, including short- and long-term planning, policy development and administration, and implementing housing program functions and activities. The incumbent regularly interacts with the Deputy Executive Director, Executive Director, the Board of Commissioners, and departmental representatives in managing and coordinating Agency Housing programs. Successful performance of the work requires knowledge of public policy, Agency functions and activities, and the ability to develop, oversee, and implement specialized housing projects and programs. The incumbent is accountable for overseeing the Housing Department and accomplishing Agency Housing program planning and operational goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists the Deputy Executive Director in planning, organizing, leading and directing the implementation of the Agency's strategic vision, and the services and activities of the Housing Department and its programs.
- Contributes to the overall quality of the Housing Department's service provision by developing, reviewing, and implementing policies and procedures to meet legal requirements and Agency needs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Participates on the Executive Management team on the implementation of the strategic vision including fostering and cultivating stakeholder relationships on city, state, and national levels, as well as assisting in identifying new funding opportunities and drafting of prospective programmatic budgets and determining cost effectiveness of prospective service delivery.
- Participates in developing the strategic plan and manages the development and implementation of goals, objectives, policies, procedures, and work standards for the Housing Department; assigns department staff as required to optimize the efficiency and effectiveness of the overall department performance.

- Oversees the management responsibility for all Housing Programs services and activities; reviews and administers policies and procedures; strategizes and orchestrates various organizational programs and priorities.
- Advises and assists the Deputy Executive Director and the Executive Director in the handling of housing policy and program problems, represents the Agency itself and with other agencies, local government, community and other internal groups.
- Through subordinate staff, develops, directs, and monitors the preparation of the Housing Department budget and implements the Board-approved budget; approves the forecast of funds needed for operations; monitors and approves expenditures and implements budgetary adjustments as necessary.
- Supervises subordinate management, professional, and administrative staff as needed; selects, trains, motivates, and evaluates assigned staff, mentors and works with staff to correct deficiencies, engages in succession planning and leadership development, and implements discipline and termination procedures; establishes appropriate service and staffing levels, monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates sources accordingly. Participates in the selection of staff, employee training, motivation, supervision, and evaluation. Recommends salary increases and takes disciplinary action as necessary and authorized.
- Assesses and monitors workloads, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements change. Establishes programs to correct management deficiencies.
- Directs the administration of federally funded grant and loan programs; initiates discussions on new programs and determines funding requirements. Assists in the development of Agency policies and procedures implementing Federal, State, and local directives and statutes and other Agency programs; and, implements procedures for department activities and programs.
- Reviews and executes highly complex documents, including real estate transactions, legal agreements, contracts, bond and loan documents, and other legal documents that bind the Agency and/or Authority.
- Assists in the development of strategies and direction for housing programs and initiatives; establishes policy-appropriate service levels and comprehensive minimum standards in support of Agency goals and objectives; monitors and evaluates efficiency and effectiveness of service delivery methods and procedures and allocates resources accordingly.
- Manages and oversees a variety of Agency-wide organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate
- Establishes formal internal communications systems and methods to develop effective and timely interchange of ideas, information, suggestions, and recommendations to the Deputy Executive Director, department directors, and supervisory staff.
- Responds to, negotiates and resolves difficult and sensitive inquiries and/or controversial issues; may serve as an Administrative Review Officer to review tenant appeals and employee grievances; explains, defines, defends and resolves issues pertaining to the Agency's programs, policies and activities; advises Deputy Executive Director, in a timely manner, on necessary actions, problems or requirements.
- Ensures strict compliance of Agency programs with applicable guidelines and regulations; researches and analyzes new Federal, State and local guidelines as they pertain to real estate and housing laws.
- Establishes and maintains a cooperative relationship with client organizations in a manner, demonstrating an understanding of, and respect for, diverse cultural backgrounds; establishes a variety of community contacts to support funding and services.
- Negotiates contracts and agreements with representatives of various governmental agencies and participates in negotiations with Agency recognized employee organizations.
- Assists the Deputy Executive Director with Board relations and preparation of Board agenda items and resolutions.
- Maintains adequate monitoring and reporting systems to ensure the adequacy, quality, and timeliness of Agency work. Conducts regular staff meetings, to include the communication of and training in Agency policies.
- Provides staff assistance to the Deputy Executive Director and the Executive Director; prepares and presents staff reports and other correspondence.
- Prepares and makes presentations to the Housing Agency, Housing Authority Board, and a variety of boards and commissions, attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing development and affordable housing programs, operations, and other types of public services as they relate to housing programs; coordinates Agency activities with cities, counties, and other agencies and organizations.

- Reviews and prepares draft Agency comments on proposed Federal, State and local regulations and their prospective impact on Agency housing programs; suggests alternative courses of actions; researches new housing laws and regulations and makes recommendations for methods of implementation.
- Serves as acting Deputy Executive Director in his/her absence.
- Performs related duties as assigned.

QUALIFICATIONS

Education and Experience:

A master's degree from an accredited college or university with major coursework in business or public administration, finance, planning, or a closely related field, and ten (10) years of experience in a progressively responsible executive or management position in housing programs and affordable housing development and asset management in a moderate sized public organization or major functional/operational unit, including seven (7) years in a supervisory capacity.

Licenses and Certifications:

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Theory, principles, practices, and techniques of organization design and development, public administration, financial management, and long-range planning as they apply to a complex public housing/affordable housing development agency.
- Agency-wide administrative practices and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Operations, services and practices of property management and housing assistance programs.
- Housing codes and standards as they relate to programs being administered.
- HUD regulations and guidelines pertaining to financial planning.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the Agency in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the Agency.

- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate Agency and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Identify and respond to community and Agency issues, concerns and needs.
- Establish and maintain effective working relationships with founders, tenants, residents, owners and stakeholders.
- Conduct effective negotiations and effectively represent the Agency and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.