

EXECUTIVE DIRECTOR

DEFINITION:

The Executive Director will plan, direct, manage and oversee the activities and operations of the Santa Clara County Housing Authority (Agency) and its affiliates, through subordinate directors and managers in the service areas of Housing Programs, Finance, Information Technology, General Services, and Human Resources, and provide assistance to the Board of Commissioners. The Executive Director must be a visionary, resourceful and understanding of policy and fiduciary responsibility, and be strategic oriented and have a demonstrated ability to work effectively with the Department of Housing and Urban Development (HUD), congressional delegations, and other federal authorities.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Board. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises 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 including short- and long-term planning, policy development and administration, and implementing Agency-wide functions and activities. The incumbent regularly interacts with the Board of Commissioners, and departmental representatives in managing and coordinating Agency programs. Successful performance of the work requires knowledge of public policy, Agency functions and activities, and the ability to develop, oversee, and implement specialized projects and programs. Responsibilities include coordinating the activities among all Agency departments and managing and overseeing the complex and varied programs, projects, and activities of the assigned function. The incumbent is accountable for accomplishing Agency-wide 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.

- Assume full management responsibility for all Agency programs and its affiliates, recommend and administer policies and procedures, and serve as Secretary of the Board of Commissioners.
- Manage the Agency's Strategic Plan and establish goals, objectives, set departmental policies and priorities to meet the yearly Strategic Plan goals and objectives.
- Oversee the development and administration of the Agency's budget, approve the forecast of funds needed for staffing, equipment, materials and supplies, approve expenditures and implement budgetary adjustments as appropriate and necessary. Provide to the Board of Commissioners comprehensive, regular reports on the revenues and expenditures of the organization and maintain fiscal responsibility and stability.
- Establish within Agency policy appropriate service and staffing levels, monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures, and allocate resources accordingly.
- Plan, direct and coordinate the work plan for all Agency departments, assign projects and programmatic areas of responsibility, review and evaluate work methods and procedures, meet with management staff to identify and resolve problems, maintain an open door policy and be available to staff in the workplace.

- Embrace collaboration and work effectively with the Department of Housing and Urban Development (HUD), congressional delegations, and other federal authorities, outside stakeholders, including represent and coordinate the activities of the Agency and its affiliates to other agencies and/or organizations.
- Negotiate contracts and agreements with representatives of other governmental agencies.
- Respond to, explain, define, defend and resolve issues pertaining to the Agency's programs, policies and activities, negotiate and resolve sensitive and controversial issues, and advise the Board of Commissioners, in a timely manner, on necessary actions, problems or requirements.
- Provide staff assistance to the Board of Commissioners, prepare and present staff reports and other necessary correspondence.
- Coordinate media announcements and respond to resultant media inquiries.
- Attend and participate in professional group meetings, stay abreast of new economic and housing trends and innovations, and public agency management and administration.

QUALIFICATIONS

Education and Experience:

A master's degree from an accredited college or university with major coursework in business or public administration, or a closely related field, and ten (10) years of experience in a progressively responsible executive or management position in program planning, development, and implementation in areas related to assigned Agency responsibilities or in management of 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.
- Agency-wide administrative practices and general principles of risk management related to the functions of the assigned area.
- Organization 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.
- 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 authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Effectively administer a variety of financial programs and administrative activities.
- Interpret, apply, and explain federal, state, and local laws and regulations, and policies, procedures, and practices of financial administration.
- 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, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.