

Vice President/Chief Operating Officer

The Housing Authority of the City of Wilmington is seeking a Vice President/Chief Operating Officer. A copy of the full job description can be accessed from the website at www.wha.net. The Housing Authority provides a generous benefit package. Salary will be commensurate with experience and education. Submit a cover letter, resume, Wilmington Housing Authority employment application and three professional references to: Vice President/Chief Operating Officer Search, Attention: Human Resources Department, PO Box 899, Wilmington, NC 28402 or email to jobs@wha.net. Applications will be accepted until the position is filled. The Housing Authority City of Wilmington is an Equal Opportunity Affirmative Action Employer.

General Statement of the Position

This position is accountable for assisting the Chief Executive Officer (CEO) with the administration and the operations of the Housing Authority and its related entities. Work involves planning, directing, supervising, coordinating and evaluating all the daily operations integral to the activities of Housing Management (under Public Housing, Rental Assistance Demonstration and Low-Income Housing Tax Credit Programs), the Housing Choice Voucher Program (Section 8), Maintenance, Real Estate Development and Capital Fund Programs. This position is heavily involved in strategic planning and organizational development.

This position is responsible for monitoring the daily operations, streamlining operations, increasing efficiency and effectiveness, preparing budgets, making recommendations regarding personnel, reviewing Authority's policies and recommending changes to ensure compliance with programs and the advancement of the Authority's objectives.

This position is required to exercise considerable tact and courtesy in frequent contacts with residents, employees and partners and the general public.

This is a key position within the Authority and it is essential that this position work closely with the CEO in developing and carrying out initiatives, and setting the tone and vision for the employees of the Authority. This position sets a positive example of competence, professionalism, energy and work ethic for the organization.

Work is performed independently under the general supervision of the CEO and is reviewed through periodic conferences, written reports, and the evaluation of accomplished results. This is an exempt position and will report to the Chief Executive Officer.

Primary Duties and Responsibilities:

1. Monitors the operations of the Authority, making recommendations and taking action when necessary; reviews/evaluates agency policies and procedures
2. Develops and implements management plans through assignment of tasks to subordinate staff
3. Monitors publications, notices, letters and related correspondence for regulatory and statutory compliance
4. Directs periodic staff meetings; participates in the employee selection process; coordinates work assignments
5. Supervises subordinate staff; reviews work performance; conducts evaluations, makes relevant changes to improve work performance; motivates the management team and provides mentoring as a cornerstone to staff development
6. Acts in the absence of the CEO
7. Represents the Authority on Boards, at workshops and at meetings on local, state and regional level
8. Responds to inquiries from general public concerning policies and procedures
9. Assists the CEO in strategic planning and organizational development; Develops, plans and implements programs, procedures, goals and objectives
10. Attends Board of Commissioners/Directors meetings and makes presentations as necessary

11. Establishes and maintains effective working relationships with public and private agencies, general public and consultants
12. May be assigned by CEO to communicate with or do presentations for members of Congress, federal, state and local government officials, resident organizations, business firms, general public and news media regarding agency matters
13. Other responsibilities and duties as assigned

Knowledge, Skills, and Abilities:

1. Ability to lead, motivate and supervise management staff who have specialized knowledge in their respective areas of responsibility
1. Excellent written and oral communication skills; excellent presentation and public speaking skills
2. Strong interpersonal skills with the capability to be an effective mentor and leader for staff
3. Knowledge and experience with strategic planning and tactical execution
4. Strong judgment, reasoning abilities and decision-making skills
5. Ability to discuss complex issues in laymen's terms
6. Knowledge and understanding of the needs, problems and attitudes of low-income or disadvantaged people and the associated community environment
7. General knowledge of methods used in negotiations, mediations and settlement of opposing viewpoints.
8. Valid North Carolina driver's license with good driving record

Education, Experience, and Licenses:

College Degree in an appropriate major and 8-10 years of senior level management experience in affordable housing or related field. An equivalent combination of education and experience will be considered.

Institute of Real Estate Management (IREM) Certified Property Manager designation, a plus.

Real Estate Broker's license a plus.

Disclaimer:

The above information in this description has been designed to indicate the general nature and level of work to be performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and skills required of employees assigned to this job.

This position description is not an employment agreement or contract. Management has the exclusive right to alter this position description at any time, without notice.