

Vice President/Chief Operations Officer

General Statement of the Position

This position is accountable for administration, operations and growth of the Housing Authority and its related entities. Work involves planning, directing, 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, directing the preparation of 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. The position is required to be agile and able to research, understand and implement new business lines and programs as the industry changes and expands.

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 the expectation of competence, professionalism, energy, self-motivation and work ethic for the organizations ensuring staff accountability.

Position fulfills its responsibilities 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 and staff performance, policies and procedures
2. Develops and implements management plans through assignment of tasks to subordinate staff
3. Assists the CEO in strategic planning and organizational development; Develops, plans and implements programs, procedures, goals and objectives
4. Evaluates and provides recommendations for new lines of business, expansion of operations, streamlining of processes and procedures.
5. Monitors publications, notices, letters and related correspondence for regulatory and statutory compliance
6. Ensures that grant submissions, HUD reporting, including the Annual Plan submission, is completed in a timely manner
7. Participates in the employee selection process for the departments and recommends personnel changes to the CEO for approval; coordinates work assignments.
8. Directs 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
9. Acts in the absence of the CEO
10. Represents the Authority on Boards, at workshops and at meetings on local, state and regional level, as assigned
11. Responds to inquiries from general public concerning policies and procedures

12. Attends Board of Commissioners/Directors meetings and makes presentations as necessary
13. Establishes and maintains effective working relationships with public officials, public and private agencies, general public and consultants
14. 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
15. Other responsibilities and duties as necessary

Knowledge, Skills, and Abilities:

1. Ability to lead, motivate and direct management staff who have specialized knowledge in their respective areas of responsibility
2. Excellent written and oral communication skills; excellent presentation and public speaking skills
3. Strong interpersonal skills with the capability to be an effective leader for staff
4. Knowledge and experience with strategic planning and tactical execution
5. Strong judgment, reasoning abilities and decision-making skills
6. Ability to discuss complex issues in a clear and accessible manner
7. Compassion and understanding in order to work with the needs and issues of low-income and disadvantaged people and the associated community environment
8. General knowledge of methods used in negotiations, mediations and settlement of opposing viewpoints
9. Extensive knowledge of business practices and principles
10. Knowledge of real estate company operations, with an emphasis on property management and asset-based management
11. Knowledge of Housing Authority programs, preferred
12. Valid North Carolina driver's license, or ability to obtain within three months, and a good driving record

Education, Experience, and Licenses:

College Degree in a relevant field or area of concentration; 8-10 years of progressive senior level management experience in affordable housing or related field; 3 years of experience as a Chief Operations Officer

Institute of Real Estate Management (IREM) Certified Property Manager designation, preferred

Experience with Housing Authorities transitioning to new lines of business and implementing new programs, preferred

Real Estate Development experience, preferred

Real Estate Broker's license, preferred

Experience with Yardi, preferred

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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.