



NOVEMBER 2022
FLSA: EXEMPT
CONTRACT, CONFIDENTIAL

DEPUTY EXECUTIVE DIRECTOR

DEFINITION

Under administrative and general policy direction, provides highly responsible and complex management assistance to the Executive Director and Board of Commissioners in coordinating and directing Authority-wide activities and operations; assists the Executive Director in executing the long-term vision for the Housing Authority in collaboration with the Board of Commissioners and department directors; provides leadership to all Housing Authority departments to enable department directors to effectively and efficiently maximize available resources; ensures quality services provision to the public including participants and applicants in the Housing Authority's programs; coordinates assigned activities between Housing Authority departments, and with officials, outside agencies, and the public; fosters cooperative working relationships among Housing Authority departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Executive Director in areas of expertise; acts as Executive Director in the Executive Director's absence; may act as Department Director in the absence of a Director; may supervise one or more Department Director or other staff; acts as Deputy Clerk of the Board; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative and general policy direction from the Executive Director. 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 a variety of professional, technical and clerical staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This executive management classification oversees, directs, and participates in all activities of the Housing Authority's operations, including short- and long-term planning, policy development and administration, and enforcing all Housing Authority codes and regulations. The incumbent regularly interacts with the Executive Director, Board of Commissioners, and departmental representatives in obtaining and coordinating projects and information. Successful performance of the work requires knowledge of public policy, Housing Authority functions, and activities, including the role of a Board of Commissioners and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities among all Housing Authority departments and agencies and managing and overseeing the complex and varied programs, projects, and activities of the assigned function. The incumbent is accountable for accomplishing Authority-wide planning and operational goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

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

- Assists the Executive Director in planning, organizing, and directing the services and activities of Housing Authority departments and programs.
- Implements directives and policies from the Executive Director; provides guidance and direction to department directors to coordinate and direct programs and projects; meets with department directors to identify and resolve organizational and operational problems both within departments and across departmental lines; ensures the successful completion of programs and projects.
- Contributes to the overall quality of the Housing Authority's service provision by developing, reviewing, and implementing policies and procedures to meet legal requirements and Housing Authority 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.
- Contributes to the annual preparation and administration of the Housing Authority's budget and annual audit in collaboration with the Director of Finance and other departments.
- Manages the work of consultants, vendors and partners of the agency and ensures compliance with agency procedures, budget and procurement procedures.
- Leads or acts as senior management representation at a variety of agency committees, including but not limited to the IT Governance Committee, Evictions Committee, and Reasonable Accommodation Management Review and may serve as a Hearing Officer.
- Conducts a variety of Authority-wide organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate. Reviews high level personnel and tenant actions in coordination with the Department Director.
- Acts as Deputy Clerk of the Board; leads the compilation and review of the Board Agendas and Packets. Participates in and makes presentations to the Board of Commissioners 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 the Housing Authority government operations and other types of public services as they relate to the area of assignment.
- Represents the Housing Authority on various federal, state and local intergovernmental and industry committees, task forces, and commissions pertaining to the Housing Authority management and assigned program matters.
- Monitors changes in laws, regulations, and technology that may affect the Housing Authority or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Executive Director.
- Furthers the agency's work towards and commitment to developing a diverse, equitable and inclusive work environment.
- Participates in the selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Serves as acting Executive Director in the absence of the Executive Director. Serves as the Department Director in the event of an extended absence by a Department Director.
- May manage one or more Directors and will manage a variety of other professional level staff, assigned to a number of agency level functions and initiatives.
- Performs special projects and other duties as assigned

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, preferably in the governmental or affordable housing environment, including goal setting, program development, implementation, and evaluation, and supervision of staff, directly and through subordinate levels of supervision.
- State and federal legislation, rules and regulations relating to the administration of public housing agencies and/or affordable housing.
- Public agency or affordable housing agency experience including budgetary, contract negotiation and administration, and Authority-wide administrative practices 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 public agency government administration.
- Applicable Federal, State, and local laws, codes, regulations, and policies, technical processes and procedures.
- Personnel practices and policies in the government sector, including state and federal law. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Technical, legal, financial, and public relations issues associated with the management of Housing Authority programs.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work. Strong IT skills including Word, Excel and Outlook
- Excellent English usage, grammar, spelling, vocabulary, and punctuation. Ability to proofread and to coach others in their written documents and oral presentations
- Techniques for effectively representing the Housing Authority in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Housing Authority staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the Authority and assigned program areas.
- Work cooperatively with, provide staff support to, and implement the policies of the Executive Director and Board of Commissioners.
- Provide leadership and direction to all departments of the Housing Authority.
- Prepare and administer large and complex budgets; allocate resources in a cost effective manner.
- Manage large teams and staff at all levels including director level and senior management staff.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of supervisory, technical, and office support staff; delegate authority and responsibility. Address employee relations and performance issues.
- Respond rapidly to changes in the legal, regulatory, political and economic environment and propose changes

- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Create agendas, manage meetings and to act as Deputy Clerk of the Board; manage Boards and community relationships
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of programs and administrative activities.
- Conduct effective negotiations and effectively represent the Housing Authority 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.
- Handle confidential material and issues with discretion and tact.
- 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. Proofread and coach others on their written and presentational English skills.
- 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.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

A four-year college or university with major coursework in business or public administration, public policy, finance, or a related field and seven (7) years of increasingly responsible administrative experience in the development, planning, implementation and/or operation of public sector or affordable housing programs, services or activities, with at least three (3) years of experience in a significant management capacity in an urban public housing agency, a similar governmental agency, or an affordable housing agency that utilizes federal funding. A minimum of 5 years supervisory experience is required, preferably in the public sector including managing large teams and senior or director level staff; 3+ years of experience managing personnel in the public sector is strongly preferred. Master's degree in a related area is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid driver's license by time of appointment. Must be able to be insured under AHA's owned automobile insurance policy.

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 Housing Authority 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, typewriter 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 weighing 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.