ASSISTANT DIRECTOR OF ADMINISTRATIVE SERVICES

DEFINITION

Assist the Director of Administrative Services to plan, organize, manage, and provide direction and oversight for assigned functions and activities of the Administration Department (including but not limited to managing office operations, equipment and systems; procurement; reasonable accommodations processing for clients; public records requests; information technology; risk management; fleet management; community relations and communications, building maintenance, 504 compliance; and environmental sustainability). Under general direction, coordinates assigned activities with other Housing Authority departments, officials, outside agencies, and the public; fosters cooperative working relationships among Housing Authority departments, with intergovernmental and regulatory agencies, and various public and private groups; provides highly responsible and complex administrative assistance to the Director of Administrative Services in coordination and administration of departmental activities and operations; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Administrative Services. Assists the Director of Administrative Services to provide leadership, supervision, and direction over assigned professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a professional level, assistant department head classification that participates in all assigned activities of the Administration Department, including short- and long-term planning, development, and administration of departmental policies, procedures, and services. This class helps the Director of Administrative Services in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, housing policy and programs, Housing Authority functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include managing and overseeing the complex and varied programs, projects, and activities of the assigned function, including coordinating with other Housing Authority departments and outside agencies as needed. The incumbent is accountable for accomplishing Authority-wide planning and operational goals and objectives within general policy guidelines. This classification is distinguished from the Director classification in that the latter is responsible for the direction and management of the entire Administration Department,
substitutes for other Directors in their absence and directly supports the Executive Director and Board of Commissioners. This classification is distinguished from the Administrative Manager in that the latter does not routinely serve as the acting Director in the Director’s absence and has fewer general department oversight assignments. This position functions independently and refers matters to the Director of Administrative Services in unusual situations, such as when there is the potential of legal liability. Incumbents will also assist the Director in strategic planning and budgeting.

**EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustriative 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 in the management responsibility for all assigned administrative programs, services, and activities, including providing analysis and recommendations on local and state policies and appropriations that may impact Housing Authority operations. Manages a team of exempt and non-exempt staff in the Administrative Services Department to execute these job functions and activities.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department in conjunction with the Director of Administrative Services; establishes, within Housing Authority policy, appropriate budget, service, and staffing levels.
- Will contribute to the agency’s work towards and commitment to developing a diverse, equitable and inclusive (DEI) work environment, especially in the areas of procurement, reasonable accommodations, LEP services, and if assigned Housing Authority’s 504 Coordinator responsibilities.
- Assists in developing and managing the department’s annual budget and forecasting additional funds needed for staffing, equipment, materials, and supplies; assists with managing the monitoring of and approval of expenditures; coordinates and implements adjustments as necessary.
- Contributes to the overall quality of the department’s services by developing, reviewing, and implementing policies and procedures to meet legal requirements and Housing Authority needs; continuously 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.
- Ensures compliance with Federal, State, and funding agency accounting and reporting requirements and applicable laws, regulations, and professional accounting practices.
- Provides support and documents and/or records needed for the completion of applications for grants and funds that may be available to improve services.
- Manages and supervises the work of assigned staff; assists with the selection, training, motivation and oversight of department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities; works with employees on performance issues;
implements discipline and termination procedures; responds to staff questions and concerns.

➢ Reviews cost estimates, completion schedules and project implementation budgets; ensures that the department adheres to the agency’s procurement policy at all times; reviews and finalizes draft contracts, lease agreements, regulatory agreements, loan documents and other financing arrangements.

➢ Responds to and manages difficult and sensitive public enquiries, complaints, and other requests for information; coordinates and assists with resolution and alternative recommendations.

➢ Manages and monitors usage of the Yardi and Laserfiche software and all other computer and paper-based systems for the department to ensure that accurate information is maintained. Coordinates with Management Analysts to identify and implement system upgrades and arrange for training, as necessary.

➢ Supervises the development of consultant requests for proposals for professional services and the advertising and bid processes for the department for all assigned areas; evaluates proposals and recommends project award; coordinates with legal counsel to ensure policy compliance; determines the Housing Authority’s needs and requirements for contractual services; negotiates contracts and agreements and administers same after award in accordance with Agency procurement policies and procedures. Responsible for centralized procurement services, including contract and RFP templates, and procurement and contract tracking.

➢ May manage the reasonable accommodation (RAs) and quality control process for all client requests. Ensure timely and accurate documentation of RAs.

➢ May manage the LEP/LAP policies and services for the agency.

➢ Manages key office operations and buildings, including but not limited to office equipment, parking, leases and non-maintenance vehicles. Responsible for managing office-based in house and vendor services such as cleaning, copiers, ventilation, keys and badging systems.

➢ Provides overall direction to agency-wide environmental sustainability efforts; ensuring proper collection and dissemination of data to help inform strategic decisions around how to best deploy resources to ensure long-term environmental sustainability.

➢ Manages and maintains comprehensive record retention and archival policies, procedures, and strategies to ensure compliance with all applicable laws, including the Authority's responsibilities under the Public Records Act.

➢ Coordinates with the Director of Human Resources and Risk Control Manager on agency safety issues, including revision and implementation of safety policies and procedures and planning of safety training activities.

➢ Represents the department to other Housing Authority departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.

➢ Reviews and/or conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.

➢ Participates in and makes presentations to the Board of Commissioners; attends and participates in professional group meetings; stays abreast of new trends and innovations in related fields.
Monitors changes in laws, regulations, and technology that may affect 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 Director of Administrative Services.

May oversee the agency's 504 compliance process, including oversight, tracking and monitoring of all ADA-related agency operations.

Supervises agency maintenance staff and operations related to facilities and maintenance for AHA-managed properties.

Provides administrative support to the Director of Administrative Services as needed.

Serves as the acting Director of Administrative Services in the Director's absence.

Maintains and manages the maintenance of working and official departmental files.

Research, produce, amend, and disseminate detailed and comprehensive reports which may cover a number of tasks under the Administrative Services umbrella. Provide an annual report on procurement for the Board.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices including goal setting, program development, implementation, and evaluation of staff.
- State and federal legislation, rules and regulations relating to the administration of public housing agencies and/or affordable housing.
- Public agency or nonprofit budget development, contract administration, agency level 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 public agency government administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Project and/or program management, analytical processes, and report preparation techniques; organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Research and reporting methods, techniques, and procedures.
- Public relations techniques.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned program(s).
- Policies, technical processes, and procedures related to the Housing Authority.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Methods of legal research, including computer research.
Modern office practices, methods, and computer equipment.
Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
English usage, grammar, spelling, vocabulary, and punctuation.
Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Housing Authority staff.
Techniques for effectively representing the Housing Authority in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
Knowledge of a broad scope of policies and regulations related to the work including federal housing policy, reasonable accommodations, procurement, DEI management, environmental sustainability, IT and risk management.
Knowledge of Yardi software is preferred.

Ability to:
Supervise, motivate, and direct staff.
Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
Effectively administer a variety of programs and administrative activities.
Evaluate and develop improvements in operations, procedures, policies, or methods.
Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
Plan and conduct effective management, administrative, and operational studies.
Plan, organize, and carry out assignments from executive staff with minimal direction.
Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas; by researching, analyzing, and evaluating new service delivery methods, procedures, and techniques.
Evaluate and develop improvements in operations, procedures, policies, or methods.
Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations as well as applicable Housing Authority policies and procedures.
Establish and maintain a variety of filing, record keeping, and tracking systems.
Use initiative and exercise independent judgment.
Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
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 and maintain modern office equipment, including computer equipment and specialized software applications programs.
➢ Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
➢ Assist the Director of Administrative Services in providing administrative and professional leadership and direction for the department and the Housing Authority.
➢ Assist with the preparation and administration of budgets, and allocation of limited resources in a cost-effective manner.
➢ Assist the Director of Administrative Services to plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility; select, train, motivate, and evaluate the work of staff and train staff in work procedures.
➢ Conduct effective negotiations and effectively represent the Housing Authority and the department in meetings with governmental agencies, various businesses, professionals, regulatory, and legislative organizations.
➢ Communicate clearly and effectively, orally and in writing, to staff, the Board, City and other partners, and the public.
➢ Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective staff reports.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in public or business administration, public policy, finance, project management, or a related field, and four (4) years of experience in a management or administrative capacity. Experience must include at least two (2) years of supervisory experience; three (3) or more years is preferred. Some experience in an urban public housing or affordable housing agency is strongly preferred.

Licenses and Certifications:

➢ Possession of, or ability to obtain, a valid California 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 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 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.