

DIRECTOR OF ADMINISTRATION AND SERVICES

DEFINITION

Under administrative direction, plans, organizes, manages, and provides direction and oversight for assigned functions and activities of the Administration and Services Department (including but not limited to managing office operations, equipment and systems; procurement; reasonable accommodations processing for clients; public records requests; front desk and lobby; incoming mail/documents; legal and risk management; fleet management; public relations and communications; facilities management; resident services; managing the agency's strategic plan and environmental sustainability. 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 Deputy Executive Director and/or Executive Director in coordination and administration of departmental activities and operations; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Executive Director or Deputy 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 professional, technical, and administrative support staff directly and through subordinate levels of supervision.

CLASS CHARACTERISTICS

This classification oversees, directs, and participates in all assigned activities of the Administration and Services Department, including short- and long-term planning, development, and administration of departmental policies, procedures, and services. This class helps the Executive Director/Deputy Executive Director 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 Deputy Executive Director classification in that the latter is responsible for the direction and management of the Director level staff, substitutes for other Directors in their absence and directly supports the Executive Director and Board of Commissioners.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right 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.

- Assumes full 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 Administration and 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 Executive Director; establishes, within Housing Authority policy, appropriate budget, service, and staffing levels.
- Ensures a well-documented and smooth-running process with relevant procedures, especially in the areas of customer service, procurement, reasonable accommodations, facilities management, resident services, translation services, and legal and risk management.
- Creates and manages the department's annual budget and forecasts additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs 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.
- Selects, trains, motivates, and directs 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.
- Manages and supervises the work of assigned staff; 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 MyCase and Bonfire (or equivalent) software and 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.
- Manages the reasonable accommodation (RAs) and quality control process for all client requests. Ensure timely and accurate documentation of RAs.
- Procures and manages contracts for agency wide services such as translation.
- Manages risk, with the senior management team, across the agency. Provides advice to senior management on managing claims, minimizing risk and ensures adequate insurance coverage.
- Manages key office operations, including but not limited to office equipment, parking, leases and vehicles. Responsible for managing office-based in-house and vendor services such as cleaning, copiers, ventilation, keys and badging systems. Oversee the maintenance and daily upkeep of the office spaces and their buildings.
- 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 management staff 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 Deputy Executive Director or Executive Director.
- Maintains and directs the maintenance of working and official departmental files.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- State and federal legislation, rules and regulations relating to the administration of public housing agencies and/or affordable housing.
- Administrative principles and practices, including goal setting; program development, implementation, and evaluation; and supervision of staff, either directly or through subordinate levels of supervision.
- 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.
- Methods of legal research, including computer research.
- Record keeping principles and procedures.
- Modern office practices and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Housing Authority 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 Housing Authority staff.
- Knowledge of a broad scope of policies and regulations related to the work including federal housing policy, reasonable accommodations, procurement, environmental sustainability, and risk management.
- Knowledge of, and experienced user of Yardi affordable software is preferred.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas; research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Provide administrative and professional leadership and direction for the department and the Housing Authority.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.

- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- 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.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- 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.
- 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.

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 seven (7) years of experience in a management or administrative capacity including four (4) years of supervisory experience, preferably in the public sector. Demonstrated expertise in one or more of the various areas of administration in the job description is required. Experience in several areas is strongly 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.