

Charleston County Housing and Redevelopment Authority

Job Description

Title: Public Housing and Maintenance Director
Reports To: Chief Executive Officer (CEO)
Department/Division: Public Housing and Maintenance
FLSA Status: Exempt

Position Summary

Serves as the Department Head for the Public Housing and Maintenance Department. Responsible for performing a variety of complex and diverse managerial and administrative duties pertaining to the overall effectiveness and efficiency of the Authority's public, private, and mixed finance housing properties (hereafter "managed properties"). Establishes and updates policies, procedures, and plans as necessary to ensure and maintain program compliance with HUD's regulations and guidelines. Makes administrative, management, and budgetary decisions concerning overall operations for all managed properties and carries out any responsibilities assigned by the Chief Executive Officer. The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Responsibilities

1. Responsible for strategic planning, developing, implementing, and administering the overall goals and responsibilities of the department. Actively leads, manages, and develops a culture of continuous improvement to ensure effective planning, high standards for resident services, and appropriate controls to ensure revenue and performance is consistent with agreed targets.
2. Supervises staff in the Public Housing and Maintenance Department, providing ongoing assistance and leadership to establish and maintain a positive and productive working environment. Makes recommendations to the Chief Executive Officer as to the hiring, training, direction, supervision, utilization, discipline, and termination of departmental employees and other Authority personnel issues as requested by the Chief Executive Officer. Sets standards, frameworks, performance indicators and protocols, identifying necessary responses to overcome performance issues and takes appropriate action where required.
3. Directs, supervises, and/or manages all facets of the managed properties, the Public Housing and Maintenance Department, and departmental employees to ensure compliance with HUD guidelines and regulations to achieve departmental and Authority goals and to achieve the highest possible rating under HUD's Public Housing Assessment System (PHAS).
4. Ensures timely and proper execution of and compliance with HUD-required reports, including but not limited to, Form HUD-50058 and the following reports in PIC: Annual re-exams, HQS Inspections, Deceased Tenants Report, Multiple Subsidy, Rent Calculations, and MTCS Delinquency Report.
5. Prepares, directs, and approves the preparation of departmental budgets, staffing plans, maintenance schedules (e.g., annual inspections, preventative maintenance, etc.), required narrative, and statistical reports for submission to the Chief Executive Officer, HUD, and the Board of Commissioners (BOC) and reviews reports prepared by departmental staff.
6. Directs and supervises staff to ensure progressive, coordinated safety, crime prevention, and fear-reduction strategies and services are effectively implemented to guard against theft, vandalism, violence, or other threats against Authority employees and/or residents within the jurisdiction of the managed properties.
7. Directs and provides guidance to departmental staff in the development and implementation of the Admission and Continued Occupancy Policy ("ACOP Policy") to ensure the policy is in compliance with HUD guidelines, as well as the Authority's policies and procedures, and is completed and implemented on a timely basis.
8. Directs, supervises and monitors the procurement and construction process for all Capital Improvement activities. Identifies the physical condition of all managed properties. Oversees the procurement of architectural and

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engineering services, contractors, and other professional services for ongoing and future plans and developments of Capital Improvement. Ensures compliance with all applicable programs for funding of Capital Improvement projects and federal, state, and local residential building requirements.

9. Directs and supervises the maintenance staff in providing skilled trade services (e.g., electrical, plumbing, HVAC, etc.) for all managed properties and oversee response to routine and emergency repair requests to ensure timely and successful resolution of problems. Responds to 24-hour emergency calls as needed. Directs and provides guidance to the maintenance staff in the effective assignment, servicing, and replacement of Authority vehicles and equipment.
10. Directs and provides guidance to Public Housing Property Managers in the development and implementation of property management policies to ensure compliance with federal, state, and local housing regulations and that organizational goals are met. Establishes and implements educational and economic programs to attain life opportunities and objectives for residents.
11. Acts as the Authority's HUD Section 504 compliance officer to ensure that qualified individuals with a disability will not be excluded from the participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Provides guidance and develops policy on 504 issues.
12. Monitors and tracks non-routine legal matters and their dispositions to ascertain long- and short-term effects and impact on managed properties and Authority practices, its budget, and its image in the Community; initiates, coordinates, and monitors eviction proceedings.
13. Serves as Hearing Officer to determine initial and/or continued eligibility for the Housing Choice Voucher Program.
14. Supervises departmental staff, providing ongoing assistance to support a positive and productive working environment. Approves and makes recommendations to the Chief Executive Officer as to the hiring, training, direction, supervision, utilization, discipline, and termination of departmental employees and other Authority personnel issues as requested by the Chief Executive Officer. Sets standards, frameworks, performance indicators and protocols, identifying necessary responses to overcome performance issues and take appropriate action where required.
15. Reports significant issues to the Chief Executive Officer and prepares progress reports as directed or as appropriate.
16. Interacts with businesses, public officials, and public agencies; attends professional meetings, seminars, and conferences to keep abreast of new trends, activities, and concepts in the Public Housing and Maintenance Department which are mutually beneficial.
17. Undertakes and performs other work-related duties and special projects as assigned by the Chief Executive Officer, including research, evaluation, analysis reporting, recommendation, problem resolution, internal and external communications, etc.

Education and Experience

Bachelor's Degree in Business, Public Administration, Urban Planning, Construction and Modernization or related field from an accredited college or university and three (3) to five (5) years of progressively responsible experience in management or in an administrative capacity in property management or low income housing; or

An Associate's Degree in Business, Public Administration, Urban Planning, Construction and Modernization or related field from an accredited college or university and seven (7) to ten (10) years of progressively responsible experience in management or in an administrative capacity in property management or low income housing.

Fair Housing and Reasonable Accommodation Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Chief Executive Officer.

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Public Housing Management (PHM) Certification from a bona fide Public Housing Manager Certification program and Supervisory Maintenance certification and UPCS certification as an Economic Development Specialist from a nationally recognized accrediting association is required within one year of hire or other allowable period of hire as authorized by the Chief Executive Officer.

Must possess a valid Property Manager's License issued by the State of South Carolina or obtain one within six (6) months of hire or other allowable period of hire as authorized by the Chief Executive Officer.

Knowledge and Skills

1. Thorough knowledge of the modern principles, practices, and techniques of Public Housing Authority and non-profit management.
2. Thorough knowledge of the relationship of PHA's to other federal, state, and local jurisdictions and their abilities to provide funds or other support to the managed properties.
3. Thorough knowledge of Authority operating policies and procedures, pertinent HUD regulations, and federal, state, and local laws and regulations pertaining to public housing authorities.
4. Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, goal-setting, and performance evaluation.
5. Thorough knowledge of procurement regulations and OSHA requirements.
6. General knowledge of the modern principles, practices, and techniques of maintenance and other functional areas within the managed properties.
7. Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting, and of the function and operation of the construction industry.
8. Skill in presenting information in a clear, organized, and convincing manner.
9. Must be able to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.
10. Ability to accurately and completely document in writing appropriate events and activities.
11. Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
12. Ability to read and comprehend complex material.
13. Ability to identify operational problems and develop effective solutions.
14. Ability to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.
15. Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
16. Ability to operate appropriate Authority computer equipment and software packages.

Supervision Controls

The Public Housing and Maintenance Director receives instructions from the Chief Executive Officer regarding managed properties goals, their priorities, and special assignments. The employee confers with the Foundation President of LHEDF as needed. The Public Housing and Maintenance Director routinely works without the direction of the Chief

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Executive Officer and is free to develop methods, deadlines, and/or objectives. Normally the employee makes independent decisions pertaining to situations not covered by specific guidelines, but the Chief Executive Officer is consulted in serious or unusual circumstances. The work of the Public Housing and Maintenance Director is reviewed for progress, achievement of goals as appropriate to the circumstances, and compliance with procedures.

The Public Housing and Maintenance Director provides guidance to subordinates, developing activities, setting priorities, establishing timelines, and modifying or making changes in the course of achieving global and priorities. The employee monitors the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals or objectives.

The Public Housing and Maintenance Director makes recommendations to the Chief Executive Officer as to the hiring training, promotion, discipline or termination of departmental employees and such recommendation are given particular weight. The Public Housing and Maintenance Director also reviews and approves departmental employees' timesheets and approves or denies the use of leave.

Guidelines

Guidelines followed by the Public Housing and Maintenance Director include published laws, regulations, handbooks, codes, and ordinances. Materials used vary with the project and the entities involved, and independent research is necessary depending on the activity and/or project requirements.

Complexity

The Public Housing and Maintenance Director performs a wide variety of non-routine tasks, which are not always clearly related. The employee must identify the work that needs to be done, determine how to accomplish it, and coordinate, integrate, and prioritize a variety of tasks or assignments. The employee must make regular decisions involving usual and unusual circumstances, conflicting data, conflicting and competing demands, or other non-routine occurrences. The employee must coordinate costs, timing, funding availability, contracting requirements, and working relationships of fund providers in the development process.

Decisions and issues facing the employee involve multiple organizational units. Difficulty may be experienced in convincing staff, peers, and other individuals to concur with decisions made regarding day-to-day priorities, operational objectives, and goals.

Scope and Effect

The employee's work affects other Authority departments, managed properties public housing programs, its residents, and the financial viability of the Authority or its managed properties and can determine to a great extent the quantity and quality of housing and services the Authority is able to provide for low-income families. Successful accomplishment of work responsibilities by the employee ensures the Authority is operationally efficient and consistently rated as a standard or high performer by HUD and enhances the Authority's ability to provide housing that is decent, safe, and sanitary, with adequate services for its residents.

Personal Contacts

The Public Housing and Maintenance Director has contact with a broad range of individuals including coworkers, applicants, residents, business firms, contractors, consultants, local, state, and federal officials, and architects. Personal contacts serve multiple purposes including: giving or gaining information, planning, coordinating, and advising motivating, influencing, directing persons or groups, and justifying, defending, negotiating, and resolving significant and/or sensitive and controversial issues.

Physical Requirements

1. Work is performed both indoors and outdoors, is principally sedentary, but employee must possess sufficient strength and agility to engage in exertion common to construction and renovation industries when necessary. The employee must be able to kneel, crouch, or lift to obtain files and records, and spend many consecutive hours at work utilizing computers and other office equipment.
2. Must be able to sit or stand for up to eight hours at a time while performing work duties and walk on rough terrain.

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3. Must be able to bend, stoop, push, and pull in the performance of office-related duties.
4. Must be able to use fingers bilaterally and unilaterally to operate office equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.
6. Must be able to maintain punctuality and attendance as scheduled.
7. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated, but also involves working outdoors during inspections or visits to dwellings or facilities.

Other Requirements

Must possess a State of South Carolina driver's license and regularly participate in continuous improvement and education.

Must work with the highest degree of confidentiality.

Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.