

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Director of Eligibility and Rental Assistance
Reports to: Deputy Director
Department: Executive
Date: June 2021
FLSA Status: Exempt

Minimum: \$73,000 Salary is determined by background, education, and experience.

Apply for Director of Eligibility and Rental Assistance using the link below:
https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=306a45fc-3c35-4dad-b801-9a3d44340507&ccId=19000101_000001&lang=en_US&jobId=9200776592918_1&&source=EN

General Purpose:

The primary purpose of this position is to support the Deputy Director by directing the activities and results of the Housing Choice Voucher Program (HCVP), Recertifications department, and Housing Placement department for the Akron Metropolitan Housing Authority (“AMHA” or “Agency”). The incumbent oversees and implements strategic initiatives and projects to ensure the Agency is operating effectively, efficiently, and in accordance with the applicable federal, state, and local laws and regulations.

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Oversees the activities of the HCVP, Recertifications, and Housing Placement departments. Analyzes and evaluates the effectiveness of related programs.
- Ensures areas of responsibility meet or exceed established goals and objectives through the coordinated efforts of department personnel. Ensures that work is prioritized and appropriately assigned. Sets clear expectations and goals, provides timely feedback, and coaches department heads consistently.
- Ensures staff understands and meets or exceeds certain measures required for compliance such as HCVP, Recertifications, and Admissions requirements. Provides suggestions for updates to the Annual Plan, Administrative Plan and Continued Assistance and Occupancy Plan.
- Provides appropriate training for staff members, and ensures that staff has appropriate tools and resources to achieve their objectives. Ensures that positions are filled with individuals who meet the skills, abilities, experience levels and competencies required by the position. Ensures that employees are trained in and follow appropriate safe work practices at all times. Manages communication channels between department heads and other departments within the Agency.
- Oversees and ensures that the Agency complies with the requirements of the HCVP. Manages SEMAP indicators.

- Oversees and manages Project-Based Vouchers, ensuring accuracy and compliance with HUD regulations; oversees all monitoring and auditing of program components. Completes and awards RFPs as necessary.
- Maintains recertification processes for the public housing and voucher programs.
- Maintains current knowledge of U.S. Department of Housing and Urban Development (“HUD”) regulations, Agency policies, local sector housing market conditions, and procedures, policies, trends and developments in the field of housing assistance programs. Makes recommendations for changes based on trends for innovation, new policy and program implementation or expansion.
- Attends and participates in professional groups.
- Establishes and maintains budget for all assigned departments.
- Collaborates with MTW Coordinator to develop goals, train staff, and provide program evaluation.
- Devotes appropriate attention to AMHA Strategic Plan objectives as assigned, ensuring that such goals are met or exceeded and that subordinates, as appropriate, are cognizant of such goals and contribute to achieving them.
- Maintains a record of acceptable attendance and punctuality for assigned personnel.
- Deliver presentations to community, state and national organizations as requested.
- Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Behavioral Competencies: This position requires incumbents to exhibit the following behavioral skills:

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Teamwork: Willingly shares responsibility for work with co-workers, strives to accomplish team goals and objectives. Demonstrates flexibility in balancing job responsibilities and the ability to deal with change. Open to new ideas and approaches.

Job Competencies:

Demonstrated ability in management of multiple departments and goals; extensive knowledge of HUD regulations and program compliance; ability to analyze organizational needs and design and implement improvements; extensive understanding of Agency strategic goals and structure; skills in public speaking and presentations; familiarity with Authority employment policies and union agreements; skills in multi-tasking, prioritization and problem resolution.

Education, Experience and Certifications:

Bachelor's degree in business administration or related field(s), Master's degree preferred, and a minimum of seven (7) years of related experience, including management of a variety of public and/or assisted housing areas. Must include a minimum of five (5) years of supervisory experience. Training and demonstrated track record in management of Housing Choice Voucher Program and public housing at an executive or senior management level preferred. An equivalent combination of education and experience may be considered. Must have valid Ohio driver's license and be insurable under AMHA policies.

Computer Skills:

To perform this job successfully, an individual should have knowledge of database, e-mail, internet, spreadsheet and word processing software. Must be able to learn other computer software programs as required by assigned tasks.

Physical Requirements. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 10 pounds.

Working Conditions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment. Employee may occasionally be exposed to outdoor weather conditions. Moderate noise level.

AMHA offers a culture committed to diversity, equity and inclusion; comprehensive compensation and benefits program including, but not limited to: Competitive salary; Participation in the Ohio Public Employees Retirement System; Excellent medical, free dental and vision plans with minimal out of pocket cost; Basic Life insurance; Fourteen paid holidays; Paid vacation, personal and sick plans.