



Deputy Director

COCC/Exempt

This position is highly responsible, executive-level work. As the Deputy Director, you assist the Chief Executive Officer/Executive Director (CEO/ED) and executive staff in directing and managing the HCV & AFH Program's business operations in accordance with generally accepted business procedures and in keeping with the Authority's policies and all local, state, and federal regulations.

Under the general direction of the CEO/ED, the Deputy Director is responsible for ensuring adherence to all HUD rules and regulations, providing customer service to the Authority clients, and providing training and direction for the employees in the HCV & AFH Departments. The Deputy Director will work with the CEO and executive staff on policy development and problem resolution.

Performs administrative, managerial, and supervisory work relating to the management, administration, and operation of the HCV & AFH Programs.

PRIMARY RESPONSIBILITIES

- Responsible for the overall budgetary, planning, organizing, staffing, monitoring, and reporting functions of the Housing Choice Voucher, Affordable Housing and other related housing programs to ensure efficient operations and program compliance, adequate internal planning, program utilization, and administration of programs in accordance with the U.S. Department of Housing and Urban Development (HUD) regulations, Authority policies and procedures, the Section Eight Management Assessment Program (SEMAP), and other systems as needed.
- Establishes the strategic direction for the HCV & AFH Programs, including leading the departments in the development of its annual strategic planning process, which it clearly communicates all goals and objectives. Drafts any, and key processes, protocols, and procedures necessary for the implementation of the department's vision to support the operation of an efficient results-oriented department.
- Work with agency managers to support and improve operational performance and refine systems and procedures for conducting work (includes assistance with development of action plans and research of HUD requirements and industry best practices).
- Continuously monitor agency compliance with local, state and HUD regulations and recommends changes as needed to maintain compliance.
- Prepare applications to HUD for Authority's participation in Federally Assisted Housing programs.
- Establishes and maintains HUD required financial records and statistical reports.
- Directs audits of HCV Voucher, AFH, and Inspection programs; annually reviews utility allowance.
- Coordinates plans and programs with other Authority departments and maintains continuing liaison with community agencies, service providers, and counterparts in HUD.
- Provides training, direction, and performance evaluations to department employees.
- Resolve conflicts between clients, landlords and counselors, as needed.
- Monitor's maintenance of records to ensure compliance with HUD regulations and Authority policies and procedures concerning housing programs.
- Prepares monthly program reports for the CEO and Board of Directors.
- Establishes and implements procedures to assure that contracts between landlords and Authority are properly administered.
- Meets with public groups, neighborhood associations, service providers, other community agencies, to maintain contacts and perform outreach activities with community leaders, residents, and landlords.
- Assists in preparation and administration of all programs annual budgets, requests for housing assistance payment funds, and other reports and statistical information.

- Screens, hires, orients, and trains new management personnel, supervises the work of the personnel assigned to him/her, and completes their annual performance evaluations. Ensures that duties, responsibilities, and authority and accountability of all direct subordinates are defined and understood.
- Plans and coordinates implementation of special programs.
- Perform other duties as assigned and/or required.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral competencies:

- *Building Relationships/Interpersonal Skills:* Values organizational diversity; treats others with respect; promotes cooperation; effectively manages relationships.
- *Creative Problem Solving/Strategic Thinking:* Develops and creates ideas, processes and approaches that shape the future; takes risks and makes decisions based on facts; uses analysis and critical thinking skills to solve problems; ensures that decisions are aligned with articulated strategic directions of management.
- *Communication:* Demonstrates effective verbal, written, listening, and presentation communication skills
- *Development of Self and Others:* Seeks opportunities to learn and to develop themselves and others; applies new skills/knowledge needed to add value to the performance of the organization; sets developmental goals for self and others; seeks performance feedback.
- *Flexibility/Adaptability to Change:* Responds positively to and champions change; demonstrates an ability to incorporate innovative practices into the workplace to enhance effectiveness and efficiency.
- *Leadership/Achievement Orientation:* Influences others to accomplish the mission in ways consistent with the values of the organization; Holds self (and others) accountable to meet goals and objectives; accomplishes desired outcomes; sets an example of integrity and ethics through demonstrated performance. The Deputy Director must be a collaborative leader that will bring renewed energy, innovation, and rebranding to the organization.
- *Quality Service Definition:* Strives to meet the expectations of internal and external customers; demonstrates skill and knowledge specific to serving others.
- *Results Driven:* The ability to make timely and effective decisions and produce results through strategic planning and the implementation and evaluation of programs and policies, stressing accountability and continuous improvement.
- *Business Acumen:* The ability to acquire and administer human, financial, material, and information resources in a manner which instills public trust and accomplishes the organization's mission, and to use new technology to enhance decision making.
- *Professionalism:* Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

QUALIFICATIONS AND REQUIREMENTS

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.

- Bachelor's degree in public administration, business administration or related field from an accredited college or

university. Minimum five years progressively responsible experience in managing HUD housing or community development programs, or an equivalent combination of education and experience. Executive Management Certification, HQS Certification, HCV Financial Management Certification, including Asset Management strongly preferred.

- Knowledge of federal, state, and local laws, rules, and regulations pertaining to the Assisted Housing Program, and applicable Authority operating policies and procedures.
- Knowledge of modern principles, practices and techniques of public housing management, budgeting, and accounting.
- Knowledge of general office procedures and practices, business English and Math.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to establish and maintain effective and courteous relationships with other employees and other business contacts.
- Above average analytical and reasoning abilities.
- Ability to coordinate several concurrent activities simultaneously.

JOB COMPETENCIES

- Knowledge of federal, state, and local laws, rules and regulations pertaining to the HCV and AFH Programs, and applicable Authority operating policies and procedures.
- Knowledge of modern principles, practices, and techniques of HCV and AFH budgeting and accounting.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to establish and maintain effective and courteous relationships with other employees and other business contacts.
- Above average analytical and reasoning abilities.
- Ability to coordinate several concurrent activities simultaneously

TECHNICAL SKILLS

To perform this job successfully, an individual should have average abilities using computer software such as MS Word, and Outlook, and capable of using internet resources for research and developing reports. Ability to learn other computer software programs as required by assigned tasks.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

- The employee's job is largely sedentary requiring up to eight hours in a seated position.
- The employee will experience some repetitive motion of the hand/wrist when using a computer.
- The employee must have a normal range of vision, hearing, and speech to complete paperwork, review documentation, and communicate with Authority personnel and contacts on the telephone or in person on a regular basis.
- Work involves the normal risks or discomforts associated with an office environment.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The employee must occasionally lift and/or move up to 25 pounds.

Harris County Housing Authority is an Equal Opportunity Employer. If you are a person with a disability requiring assistance applying for this position, please contact hr@hchatexas.org. **Complete the application and submit along with a cover letter and resume in PDF format to hr@hchatexas.org.**