

Position Description

Position Title	Sr Director of Public Housing	Created By	Executive Office
Reports To	Chief Operating Officer	Date Created	01/07/2026
Direct Reports	Asst Dir of Public Housing, Admin Specialist III, Program Support Mgr II	Approved By	Human Resources
FLSA Status	Exempt	Classification	Sr. Director

Summary

The Sr. Director of Public Housing manages, directs, develops, and coordinates the activities of the Public Housing (PH) Program. The PH program includes the administration of 6,000+ physical units, all maintenance activities (emergency, routine, preventative), and execution of the annual Capital Improvement budget. Both programs have grant administration and monitoring. The Senior Director performs strategic, administrative, managerial, and supervisory work of considerable difficulty involving the planning, organizing, and directing efforts to provide low-income housing through the above programs.

Essential Duties + Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed. These essential functions require a consistent presence in the work environment on a regular basis, and regular attendance must be maintained.

- Oversees and directs all aspects of the Public Housing Program and its 6,000+ units and a \$25,000,000+ operating budget, including compliance and reporting requirements.
- Ensures 97% occupancy of all active units in the Public and Indian Housing Information Center (PIC).
- Ensures all National Standards for Physical Inspection of Real Estate (NSPIRE) inspections result in passing scores.
- Develops long-term strategic goals and operational plans for the property management division.
- Develops annual financial and programmatic plans and regularly monitors and evaluates program operations for effectiveness.
- Maintains Admission and Continued Occupancy Policy containing the program's policies and procedures, and other related materials.
- Oversees and ensures federal compliance with the management and maintenance of all waitlists pertaining to the Public Housing program.
- Researches, develops, and implements all Moving to Work initiatives for Public Housing.
- Reviews plans for modernization, upgrades, and rehabilitation work and monitors work progress.
- Interprets and monitors federal, state, and local regulations and guidelines pertaining to Public Housing programs.

- Understands the Agency's Mission, Vision, and Values and directs work within these guiding principles and framework.
- Represents Opportunity Home in a professional manner when communicating with outside agencies such as federal, state, and local agencies and when representing Opportunity Home to customers, the public, the government, and the general community.
- Communicates new policies, procedures, requirements, and regulations to staff with guidelines on implementation.
- Directs, counsels, and ensures the supervision and performance evaluation of assistant directors and other professional staff.
- Monitors Public Housing Programs by attending meetings and functions to ensure good resident and management relations.
- Responds timely to inquiries from owners, clients, and the general public by providing general information about the Public Housing Program and resolving client concerns regarding housing assistance, policies, and procedures.
- Resolves inquiries and complaints with residents and outside agencies to communicate Opportunity Home's goals, activities, programs, and position on low-income housing assistance.
- Coordinates communications and information between the operations department and staff.
- Prepares in-depth reports for the Board of Commissioners and the Executive Team.
- Complete all duties as assigned or requested as outlined in operational and procedural guidelines. These guidelines are maintained and issued in the event of an emergency situation that arises at a property or any other location that serves our residents or employees.
- Remains available on weekends, holidays, and after-hours to respond to emergencies at properties and/or deal with media inquiries.
- Participate in Trauma Informed Care (TIC) initiatives, including training, workgroups, project assignments, etc., that are launched or implemented in order to achieve and/or maintain certification as a TIC organization.
- Employees are expected to use Generative AI solutions ethically and responsibly.
- Other duties as assigned.

All supervisors:

- Lead, motivate, engage, and retain employees by:
 - Setting goals for performance and deadlines that comply and conform with the company's plans and vision.
 - Organizing workflow and ensuring employees understand and are trained on their duties or delegated tasks.
 - Monitoring employee productivity and providing constructive feedback and coaching.
 - Ensuring alignment across various procedures.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills

- a. **Values Driven** | Demonstrates an understanding of the values (Compassion, Equity, and Excellence) and embodies the values in their work and interactions with residents, vendors, co-workers, supervisors, board members, community members, and other stakeholders.
- b. **Leadership** | Provides direction to people and/or projects by clearly and effectively setting course of action for the assigned department staff and tasks; manages the planning, execution, and achievement of assigned department goals.



- c. **Customer Service** | Responds with Compassion in a professional manner to the expectations and needs of internal and external customers; is friendly and helpful to all customers, fostering positive relationships while providing Excellent service.
- d. **Effective Use of Information** | Communicates important information to those who need to know clearly, securely, effectively, orally, and/or in writing; proactively exchanges accurate and timely information.
- e. **Commitment and Continuous Improvement** | Sets the standard for Excellence by proactively pursuing innovation through systematic experimentation and learning. Corrects mistakes by assessing appropriate processes, proposing adjustments, and prioritizing long-term solutions.
- f. **Teamwork** | Balances team and individual responsibilities; exhibits Compassion, objectivity, and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; supports everyone's efforts of Excellence; attends, supports, and participates in the organization's team building events.
- g. **Responsiveness and Accountability** | Demonstrates a high level of Excellence and holds oneself personally responsible for one's own work; complies with procedures and directives and understands the importance of maintaining and managing confidential information; recognizes and anticipates issues and provides a responsive resolution in a timely manner.

Education

Required

- Bachelor's Degree from an accredited college or university in Business, Property Management, Management, Finance, Public Administration, or a related field.

Experience

Required

- Twelve (12) years of experience in multi-family development and property management, of which six (6) must be in Public Housing operating under the US Department of HUD PIH oversight.
- Eight (8) years of supervisory experience.
- Must have the ability to learn and use cloud applications such as the Google GSuite applications, including but not limited to Google Chrome Browser, Gmail, Drive, Calendar, Docs, Sheets, and Slides. Understand document sharing and collaboration in the cloud. Experience and proficiency with Microsoft Office 365, cloud-accessible applications including but not limited to One Drive, Outlook, Word, Excel, and PowerPoint, or MAC or PC desktop equivalent, is acceptable.
- Successful completion of a criminal history background check, education, and work history verification, and drug screening test.

Preferred Education and Experience

- Master's Degree from an accredited college or university in Business, Property Management, Management, Finance, Public Administration, or a related field.
- Ability to learn cloud technologies such as LucidChart for diagrams, workflow, and chart drawing. Experience with Vizio or equivalent is acceptable. Basic understanding of Virtual Private Network (VPN) access to connect to internal business systems.



License + Certificates

Required

- Texas Class “C” driver’s license at the time of placement and insurable by the organization’s fleet and liability insurance carrier.
- Must have the ability to earn certifications as required by assigned tasks.

Technical Skills

To perform this job successfully, the employee should have

- Knowledge of planning, organization, and direction of the Public Housing Program, low-income housing, and family and senior population needs.
- Ability to plan, organize, and direct the activities of the Public Housing Program in accordance with federal, state, and local policies and procedures.
- Knowledge of financing rehabilitations and modernizations.
- Knowledge of real estate and property management practices.
- Knowledge of subsidy conversions of public housing units through the U.S. Department of HUD Rental Assistance Demonstration (RAD) program.
- Skill in project management, organization, negotiation techniques,
- Knowledge of advanced principles and practices of budget preparation and administration.
- Proposal and grant writing techniques.
- Ability to administer a grievance procedure for residents and applicants.
- Knowledge of business and management principles involved in change management, strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordinating people and resources.
- Ability to maintain effective working relationships with co-workers, supervisors, and the general public.
- Ability to follow verbal and written instructions and communicate effectively in writing and verbally.
- Ability to learn new software programs and adapt to upgrades.
- Knowledge of client service principles, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to read, write, and complete mathematical formulas at a college level.
- Skill in assessing and prioritizing multiple tasks, projects, and demands with excellent problem-solving and organizational skills while meeting established deadlines.
- Skill in reading, interpreting, and applying HUD rules and regulations, and Opportunity Home policies and procedures.
- Skill in interpreting and applying local, state, and federal statutes, rules, codes, and regulations.
- Ability to prepare and present clear and concise administrative and financial reports, and prepare comprehensive narrative and statistical reports.
- Skill in leadership, problem-solving, decision-making, conflict management, and interpersonal management.
- Ability to establish long-range objectives and specify the strategies and actions to achieve them.
- Ability to analyze information and evaluate results to choose the best solution and solve problems.
- Skill in monitoring and assessing the performance of self, other individuals, and the programs to make improvements or take corrective actions. Familiar with general employment law.
- Ability to project a professional image when communicating with outside agencies and when representing the organization to customers, the public, government, and other external sources.
- Ability to understand and nurture relationships and to outreach to the community.



Physical Demands

The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting, standing, operating computers and other office equipment, walking and moving about the office and/or community property, and attending onsite and offsite meetings. The employee must be able to complete data entry, utilize various portals, and communicate via email and verbally via telephone. Will need the ability to walk large properties and climb stairs. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Office Environment

- The noise level in the work environment is usually moderate.
- High level of interaction with external/internal clients.
- May be transferred or be required to work at different properties or sites for interim periods in order to support business needs.

Outside Environment

- Subject to environmental elements when conducting visits to various sites or participating in outside events.

ADA Statement

In compliance with the Americans with Disabilities Act, the organization will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities if it would not impose an “undue hardship” on the operation of the employer’s business.

Ethics

As a public agency, the organization is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism, and honesty to merit the respect of our co-workers, clients, partners, vendors, and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy, and responsiveness.

Equal Employment Opportunity Statement

Opportunity Home is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, religion, gender (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability, or genetic information, marital status, veteran status, arrest record or any other characteristic protected by applicable federal, state or local laws. Opportunity Home is



dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

Disclaimer

The above information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time without notice.

Read and Acknowledged

Printed Employee Name _____ **Date** _____

Employee Signature _____

