

Director of Management

Under the supervision of the Clarksville Housing Authority Executive Director, the Director of Management is responsible for daily oversight of housing programs management staff. The incumbent is responsible for monitoring financial management, physical conditions, regulatory compliance, resident/occupancy issues, and community/resident relations.

All activities must support Clarksville Housing Authority's mission, strategic goals, and objectives.

MINIMUM REQUIREMENTS

Bachelor's Degree in business administration, public administration, social science, or related field and a minimum of three (3) years of senior level management and supervisory experience in residential property management and resident services. Master's Degree preferred. An equivalent combination of education and experience may be considered.

Must possess a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

SUPERVISORY RESPONSIBILITIES

The Director of Management supervises Property Management and Maintenance staff.

ESSENTIAL DUTIES AND 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.

- Provides daily leadership and guidance for property management staff including establishing team goals; monitoring team and individual performance; conducting performance reviews; assessing staffing needs; and recruiting, hiring, and terminating staff as necessary.
- Trains staff by requesting appropriate classes; mentors and gives immediate feedback to correct performance problems.
- Fosters collaboration among staff to ensure an integrated approach to providing service and fulfilling the department's goals and objectives.
- Reviews property scorecards, unit turnaround reports, and related performance data to ensure operational targets are being met. Requires property management staff to prepare and implementation improvement action plans when necessary. Reviews improvement plans, provides input, and monitors data to ensure improvement is made.

- Monitors compliance with HUD policies and procedures, CHA policies and procedures, Federal, State, and local laws regarding occupancy and property management, including but not limited to TN Landlord Tenant Act, PH Occupancy guidelines, ACOP, REAC, Fair Housing, and employment. Ensures consistent application of policies and procedures across all portfolios. Ensures compliance with regulatory and internal leasing requirements through periodic monitoring of the process and quality control checks, as appropriate.
- Reviews financial reports and holds management staff accountable for maintaining financial control. Directs the preparation of departmental budgets and estimation of future costs.
- Develops and implements strategies to achieve operational efficiencies. Prepares and presents recommendations on property operations to senior management that may require internal policy changes or HUD approval.
- Evaluates internal and external customer feedback to identify and resolve customer service problems. Ensures resident concerns are tracked and addressed appropriately. Works closely with Regulatory and Compliance staff to address Fair Housing and other high-level resident issues.
- Fosters collaboration among staff to achieve an integrated approach to fulfilling the agency's goals and objectives.
- Monitors the ongoing physical maintenance of assets. Works with property management staff to ensure acceptable physical REAC scores by mitigating deficiencies. Evaluates curb appeal and overall appearance of property (buildings and grounds). Monitors and updates asset planner module in conjunction with the property manager and maintenance supervisor.
- Reviews CHA enterprise software regularly and discusses issues with leadership team, information technology staff, and software vendors.
- Develops relationships with community agencies, public organizations, Clarksville Police Departments, local governments, social services agencies, etc. that assist residents.
- Interacts with investors, HUD Staff, and compliance review vendors to ensure CHA meets deadlines and program requirements. Monitors contract work to ensure scope of work is completed accurately and on time.
- Implement Resident Services Programs, Resident Opportunity Self Sufficiency Grant in conjunction with Resident Services Coordinator
- Maintains off-duty availability via CHA-provided cell phone.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of management principles, methods, and practices and their application to property management and asset management.
- Knowledge of the laws, regulations, rules, guidelines, policies, and procedures applicable to property and asset management.
- Knowledge of REAC and MOR standards and the methods, techniques, and practices of building maintenance and repair.
- Knowledge of hazards and safety precautions including Tennessee Occupational Safety and Health (TOSHA) guidelines.
- Knowledge of the Public Housing, Project Based Rental Assistance, Project Based Voucher & Low-Income Housing Tax Credit Programs.
- Knowledge of human behavior and social interaction as they relate to resident issues.
- Skill in utilizing with spreadsheet, word processing, presentation, and personal information management software. Proficiency in use of property management software.
- Ability to interpret and implement laws, rules, regulations, guidelines, policies, and procedures related to housing programs and activities.
- Ability to prepare, understand and analyze financial data and budgets.
- Ability to establish and maintain effective working relationships with internal customers, external customers, governmental officials, representatives of social agencies and civic groups, police and probation officials, residents, and the general public.
- Ability to assign, coordinate, supervise, and evaluate the work of subordinates.
- Ability to plan, organize, implement, and manage in accordance with asset management principles.
- Ability to conduct unit and common area inspections in accordance with HUD requirements.
- Ability to read and understand contracts, laws, and regulations related to property management and asset management.
- Ability to prepare analyze a variety of comprehensive reports of moderate complexity
- Ability to present clear and accurate reports to diverse audiences.
- Ability to assist in the hiring of new employees, evaluate performance of subordinates accurately and timely, correct deficiencies, and to guide and assign personnel.
- Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.

BEHAVIORAL COMPETENCIES

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

Problem Solving and Analysis: Systematically identifies, analyzes and resolves existing and anticipated problems in order to reach optimum solutions in a timely manner.

Program and Project Management: Plans, manages, and evaluates specific activities in order to deliver the desired outputs.

Strategic Capability and Leadership: Provides mission, sets direction, and inspires others to deliver on the organizational mandate. Manages performance by providing regular feedback and reinforcement. Decisions are based on ethical and socially responsible principles.

Effective Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment and decision making in accordance with level of responsibility.

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

Teamwork: Employee balances team and individual responsibilities. Exhibits objectivity and openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; and supports everyone's efforts to succeed.

CERTIFICATES, LICENSES, AND REGISTRATIONS

Public Housing Management (PHM)

Valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

PHYSICAL DEMANDS

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. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to travel to various Authority properties to monitor grounds and curb appeal. Daily movements include sitting; standing; reaching and grasping; moving about the properties; and attending onsite meetings and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must regularly 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 the essential functions.

The position works at a variety of Authority properties and will experience a range in temperatures and other weather conditions. The noise level may be loud, and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

