

BERKELEY HOUSING AUTHORITY (BHA)

Director of Operations Position Description

Position Status: Full-time, Exempt, Non-Union

Reports to: BHA Executive Director

The Director of Operations is responsible for managing Public Housing, Property Inspection, Housing Choice Voucher Program (HCVP), Admissions and Occupancy, and Relocations. The Director of Operations will direct operations for vouchers, including Housing Choice Vouchers and Project Based Vouchers and manage all aspects of the Waitlist. The Director of Operations will ensure the efficient and economical management of all Housing activities, including management of vendors. The Director of Operations will ensure the admissions and voucher process meet all applicable HUD rules. The ideal candidate will demonstrate considerable independence, evaluative thinking, written and oral communication skills, and operational, leadership, strategic planning skills. The Director of Operations reports to BHA's Executive Director.

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.

- Directs the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, assisting in selecting new employees, training, acting on employee problems, and recommending and implementing discipline. Reviews and approves employee timesheets.
- Directs all program components of the Public Housing, Waitlist, and HCVP functions, including but not limited to: reviewing and approving budget and work plans, establishing departmental goals and objectives, and adjusting departmental policies and procedures as necessary, if they are found to be insufficient.
- Directs the activities of Public Housing and HCVP grievance process, including oversight of case preparation on behalf of the Authority, providing training for grievance panel participants, ensuring grievance decisions.

- Oversees updating management and implementation of federal, state, and local rules governing Public Housing and HCVP, including the Administrative Plan for HCVP, are timely and compliant with all regulations.
- Works with Executive Director and independent consultants, as applicable, to execute the Authority's vision, goals, and overall strategic plan, through department-based goals and objectives; ensures (in conjunction with appropriate departmental input) the most effective and efficient use of the Authority's resources by allocating and refocusing resources to address key priorities.
- Oversees work performed by a multidisciplinary team of professionals and support staff; delegates assignments and instructions to leaders of departmental units within the operational and supportive areas of the Authority; creates and executes plans for effective utilization of available funds, personnel, equipment, materials and supplies; provides individuals with needed equipment, materials, and supplies.
- Provides ongoing analysis and critique of existing systems and reviews and evaluates departmental methods and procedures; identifies change management areas where the Authority can increase its effectiveness; makes recommendations for improvement in a manner that reduces costs while maintaining high levels of service; works with direct reports to develop and facilitate plans that cultivate positive and effective change.
- Conducts regular quality control of HCVP, Public Housing, Waitlist, and Admissions activities to ensure compliance with all applicable HUD, state, local, and HACA regulations.
- Produces, with input from Admissions, Public Housing, and HCVP staff, the annual updates to the BHA Annual Plan, the Administrative Plan, and guides Authority through approval process.
- Oversees special projects; ensures that all project staff and components are compliant with applicable federal, state, and local rules and regulations.
- Supervises the performance of all occupancy functions, i.e., recertifications, interims, interviews, inspections, file audit, tenant issues, etc.
- Works closely with Occupancy Manager to help the Authority ensure that all BHA programs are meeting the needs of the clients and that program objectives are being met.
- Develops Requests for Proposals (RFP) for program management needs, training and technical assistance, and grant application/administration services; reviews

proposals for compliance with the RFP and oversees various contracts resulting from these activities.

- Prepares periodic reports for Executive Director and BHA Board of Commissioners.
- May represent the Authority in public meetings, with governmental officials and non-profit partners. Attends Board meetings and makes presentations as required.
- Ensures that inspections are conducted on all Authority related premises and necessary preventive maintenance checks are carried out.
- Performs purchasing duties for BHA which includes obtaining bids and prices, ordering materials and supplies, and maintaining procurement records. Monitors expenditures to ensure that purchases do not exceed budgeted amounts.
- Ensures subordinates are fully informed and adequately trained for the accomplishment of assigned tasks; utilizes management skills to motivate and train departmental staff to assure necessary training of employees is carried out and proper safety instructions are disseminated; coordinates training exercises as necessary.
- Monitors all projects to ensure compliance with established laws, codes, ordinances, regulations, policies, and procedures.
- Monitors and reviews assignments of employees and contractors. Reviews completed projects and contractor work for accuracy, completeness, and compliance with established contracts, standards, and specifications.
- Interfaces regularly with all managers to ensure optimal cooperation and coordination of effort between the departments.
- May represent the Authority in community affairs, meetings involving operations and other matters as assigned, including conducting meetings with residents, government officials, interest groups, councils, developers, architects, planners and contractors; serves as a liaison to the community.
- Maintains positive working relationships with representatives of community-based organizations and other agencies, Authority management and staff, and the public. May make presentations to elected officials and government staff to gain necessary support and resources for projects.
- Performs other related duties as assigned by Executive Director.

Education/Experience: Bachelor's degree in business administration, Public Administration, Economics, or a related field; and a minimum of five (5) years of experience in a management capacity directly related to public housing. Must possess or obtain the following certifications within one year of hire: HCV program management. Must be insurable under the Authority's plan.