



## **JOB POSTING**

**TO:** SHA Staff, Residents, and General Public  
**FROM:** Mal Harrison, Executive Administrative Assistant  
**DATE:** February 13, 2024  
**POSITION:** Chief Operating Officer (COO)  
**CLASSIFICATION:** Full-Time  
**OPENING DATE:** February 13, 2024  
**CLOSING DATE:** Posted until desired number of applications received.  
**START DATE:** Immediately  
**TO APPLY:** Please apply on our website (<https://selmahousing.com>).

### **POSITION SUMMARY:**

Under the direction of the Chief Executive Officer (CEO), the Chief Operating Officer (COO) exercises direct supervision over Public and Affordable Housing Asset Manager, HCVP Manager, Intake & Inspections Manager, Compliance Officer, and Records Retention/Public Information Officer. The primary purpose of this position is to direct and implement strategies, policies, and practices that maximize SHA key operational programs and initiatives. Communicating strategy and policies to employees to foster employee alignment with the organization's goals and mission is crucial. The position is responsible for interpreting federal, state, and local regulations regarding the implementation of programs, and makes policy recommendations to ensure departmental compliance. All activities must support the SHA mission, strategic goals and objectives. The COO performs administrative, managerial, and supervisory tasks involving the operations and daily activities of the Agency within parameters defined by the President/CEO. The COO is responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as Public Housing Assessment System (PHAS), REAC, and other future HUD-required evaluation systems. The COO functions as alternate liaison between the Agency and the Board of Commissioners, HUD, and local jurisdictions.





### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The key duties and responsibilities listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

1. Operations includes the leading of the Housing Choice Voucher Program, Affordable Housing & Property Management programs, Records Retention, Compliance, Intake, HQS Inspections and Risk Management. Includes planning, organizing, coordinating, monitoring, and implementing programs to ensure that all functions are conducted in an efficient manner in accordance with federal, state, local, Authority, and HUD rules and regulations.
2. Coordinates the daily operations of the Agency and assists the President/CEO in planning, developing, organizing, directing, and implementing the Agency's Public Housing Program and Maintenance divisions.
3. Works with the President/CEO and the Board of Commissioners (BOC) to assist in the development of the Agency's strategic and operational plans. Effectively manages the development of organizational structures and plans and implements internal policies, programs, goals, and priorities; makes recommendations to the President/CEO for changes as needed.
4. Establishes reporting systems to monitor and evaluate various aspects of the Agency's operations on a frequent and continuing basis to establish an overview of conditions, appearance, problems, resolution, accomplishments, and results, while ensuring compliance with Agency policies and procedures and applicable federal, state, and local regulations.
5. Assists in the oversight and provisions for the safekeeping of the Agency's buildings, grounds, facilities, equipment, supplies, monies, files, records, documents, and reporting.
6. Oversees the preparation of the Agency budget and program funds in cooperation with the Finance Department and department supervisors and makes appropriate recommendations to the President/CEO.
7. Responsible for timely preparation and submission of the Agency's yearly Capital Funds Program Five Year Plan and annual statement.





8. Reviews and analyzes budget requests and expenditures for appropriateness to current resources and plans to ensure department supervisors are operating within approved financial limitations or that necessary budget revisions are made and authorized by the President/CEO on a timely basis.
9. Assists the President/CEO in identifying federal and non-federal funding sources to augment declining subsidy, helping to ensure the viability of housing and associated programs offered by the Agency.
10. Supervises management staff, providing ongoing assistance to support a positive and productive working environment.
11. Monitors staffing levels to ensure capacity to achieve organizational objectives, based upon approved budgetary guidelines.
12. Monitors, oversees, and/or recommends the recruitment, selection, employment, training, direction, supervision, utilization, evaluation, discipline, and termination of Agency employees to the President/CEO. Makes recommendations to the President/CEO regarding salary ranges, employee benefits, and revisions.
13. Reviews periodic reports on the accomplishment of assigned goals and objectives.
14. Attends BOC meetings, informs the Board of the status of activities and projects within the Agency, provides information on evaluations of efficiency and effectiveness of Agency operations, and proposes recommendations for improvements. Responds promptly to BOC inquiries regarding Agency plans and operations.
15. May negotiate contracts with outside agencies and companies for major maintenance and management services.
16. Serves as alternate Agency representative in discussing goals, priorities, problems, and concerns with officials, representatives, and members of HUD, local government, news media, social and public service agencies, state and federal government, and tenant groups.
17. May address business and civic groups on matters pertaining to the Housing Agency. Successfully maintains positive Agency image and working relationships with the community and local, state, and federal government officials.





18. Attends professional meetings, seminars, and conferences to keep abreast of new trends, activities, and concepts in Public Housing. Supports, assists, and works with other Agencies and affiliated organizations.
19. Participates in community activities and functions relevant to Agency objectives; maintains membership and participates in appropriate community service organization(s) activities.
20. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Thorough knowledge of the relationship of Public Housing Authorities to other federal, state, and local jurisdictions and their abilities to provide funds or other support to the Agency.
2. Thorough knowledge and experience in a housing assistance program or social services field.
3. Thorough knowledge of Agency operating policies and procedures, pertinent HUD regulations, and federal, state, and local laws and regulations pertaining to public housing authorities.
4. Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, and performance evaluation.
5. Good knowledge of procurement regulations and OSHA requirements.
6. General knowledge of the modern principles, practices, and techniques of maintenance and other functional areas within the PHA.
7. Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting, and of the function and operation of the construction industry.
8. Skill in addressing the public and other bodies and presenting information in a clear, organized, and convincing manner.
9. Must be able to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Agency.





10. Ability to manage complexities and competing priorities. Ability to coordinate information and activities among groups with differing agendas, across multi-functional areas.
11. Ability to meet aggressive deadlines.
12. Ability to accurately and completely document in writing appropriate events and activities.
13. Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
14. Ability to read and comprehend complex material.
15. Ability to identify operational problems and develop effective solutions.
16. Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
17. Ability to operate appropriate Agency computer equipment and software packages.

### **EDUCATION AND EXPERIENCE**

1. A Bachelor's degree in Business, Public Administration, or a closely related field from an accredited college or university and three (3) years of responsible managerial experience in public housing or ten (10) years of responsible administrative experience in a closely related field (e.g., a regulatory Agency).
2. The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the President/CEO:
  - Public Housing Manager
  - Enterprise Income Verification System (EIV)
  - Fair Housing
  - Uniform Physical Condition Standards (UPCS)
  - Supervisory Maintenance
3. Must be bondable.
4. Must possess a valid driving license and be insurable.

