



**ASSISTED HOUSING PROGRAMS ADMINISTRATOR  
JOB DESCRIPTION**

**CLASS CODE:**

**PAY RANGE:** \$60,802-\$74,227

**FLSA STATUS:** Exempt

**EEO STATUS:** Officials and Administrators

**DATE PREPARED:** August 6, 2020

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**OVERVIEW:**

Under the general supervision of the Chief Operations Officer, performing the day to day operations of a 3064 tenant-based and project-based Housing Choice Voucher Program (“HCV”), the Veteran Affairs Supportive Housing (VASH), and Foster Youth Initiative Program. The Assisted Housing Programs Administrator position is responsible for providing management and leadership required to support the daily operations of the HCV Program. The position responsibilities include a wide range of activities related to performance and regulatory compliance. The position assists the Chief Operating Officer in managing the administrative and operational aspects of the Program while ensuring the delivery of excellent customer service and will provide supervision to a staff.

**DUTIES AND RESPONSIBILITIES:**

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for employee in this position. The listed duties should not be considered as a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the housing authority. This includes, but is not limited to:

- Plans, organizes, and administers activities in the operation of the Housing Choice Voucher Department.
- Establishes and reviews departmental policies and procedures within HUD and Housing Authority guidelines.
- Recommends revisions to existing organizational or procedural policies to reflect the addition of newly mandated requirements.
- Confers with representatives of Federal, State, County and City agencies on various housing management activities.
- Develops and maintains a system of operating records.
- Performs research for a wide variety of operational projects.
- Assists in the planning and development of Housing Authority programs.
- Gathers and analyzes various forms of data needed for the preparation of reports and development of recommendations.
- Explains and interprets policies, programs and developmental activities of the Housing Authority, HUD, and other funding sources to residents, citizens and representatives of local agencies.



- Supervises the work activities of the Housing Choice Voucher Program housing specialists; reviews the work of staff to assure compliance with Agency policies, procedures and program regulations and guidelines.
- Conducts staff meetings as directed; evaluates subordinate staff, serves on oral interview panels as requested and assists in the selection of staff; makes recommendations regarding transfers and improved utilization of departmental employees; investigates and reports to the Chief Operating Officer on housing management matters.
- Reviews and prepares comprehensive reports; performs research and analysis evaluating housing program needs; analyzes situations accurately and takes effective action; speaks and writes effectively, interprets and applies Housing Authority policies and procedures; establishes and maintains a cooperative relationship with those contacted in the course of work.
- Requires ability to deal with a variety of complex governmental housing program regulations and guidelines, and proper application of same; must be effective in dealing with the public governmental entities.

#### **SUPERVISORY RESPONSIBILITIES:**

This position directly supervises the staff of the Housing Choice Voucher Program.

- Department carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

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

As a prerequisite, the successful candidate must believe in the core values of MHA and be driven by the mission. The candidate should demonstrate a passion for breaking new ground to lead change. Additional requirements are:

- Housing Choice Voucher Program Management Certification or equivalent within 1 year of employment.
- Three (3) years of supervisory experience in a housing authority managing housing eligibility determinations or a public agency providing eligibility assistance.
- Working knowledge of tenant/landlord law and contract administration.
- Demonstrated work experience with a diverse, low-income population and communicate effectively with a variety of clients, landlords, staff and visitors, in a variety of situations; and to supervise others in the performance of their specified duties.
- Experience working in a high-volume call and production environment with high performance guidelines and stringent deadlines.
- Excellent written and verbal communication skills.
- Demonstrated proficiency in using computerized business applications, such as Word, Excel, etc.
- Ability to quickly learn the regulations and policies that govern the Housing Choice Voucher Program.

#### **MINIMUM QUALIFICATIONS:**



High School diploma or GED with a bachelor's degree in an area such as public administration, community planning, urban studies, business administration. Five (5) years' experience within the affordable housing industry to include experience in training, quality control and audit practices, at least five (2) years' experience supervising employees in a customer service-oriented environment, preferably assisted housing field (i.e. Housing Choice Voucher Program, Shelter Plus Care, Veteran Affairs Supportive Housing).

Any equivalent combination of education, training, and experience which, in the sole determination of the HA, provides the required knowledge and abilities may be considered sufficient.

### **PHYSICAL DEMANDS**

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting (25 lbs. or less) to obtain files and records, and eyestrain from working with computers and other office equipment.

*This description is a representative summary of the work performed by incumbents in this job title. Any one position in this classification may not involve all of the duties and responsibilities contained herein, nor are the examples of knowledge, skills and abilities exhaustive. Incumbents may also be required to perform tasks other than those stated. Job duties, responsibilities, specifications, and other job aspects may be changed as needed.*

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**ALL APPLICATION MATERIALS MUST BE SUBMITTED ON-LINE:**

[MHA On-line Job Application](#)