



# JOB ANNOUNCEMENT

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**POSITION TITLE:** CHIEF OPERATING OFFICER (COO)

**DEPARTMENT:** EXECUTIVE

**SALARY:** Negotiable

**DATE POSTED:** 09/05/2025

**CLOSING DATE:** 10/10/2025

**FLSA CLASS:** Exempt

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**REQ #: 1156**

## Position Summary

Responsible for overseeing the daily operations and strategic execution of the Montgomery Housing Authority (MHA), ensuring alignment with its mission to provide safe, affordable housing. The Chief Operating Officer (COO) serves as the principal advisor to the Chief Executive Officer (CEO) and works closely with the CEO and the Board of Commissioners to implement policy, guide agency operations, and lead key departments including Property & Asset Management, Resident Services, Maintenance, and the Housing Choice Voucher Program (HCVP). The COO fosters a high-performance culture, ensures program compliance, and drives measurable, cost-effective results across the organization.

## Responsibilities

*The duties listed below illustrate 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. Undertakes and performs the following and all other work-related duties as assigned.*

1. Direct and oversee all operational departments and ensure delivery of efficient housing services including public housing, HCVP, and mixed-income properties.
2. Lead the strategic planning process for operations and monitor progress against goals; evaluate outcomes and implement corrective actions.
3. Serve as the CEO's principal advisor on housing operations and provide timely recommendations on programs, policy, and regulatory issues.
4. Develop and implement departmental strategies, policies, and performance improvement plans.
5. Oversee the preparation, monitoring, and evaluation of operating and capital budgets across departments.
6. Supervise, coach, and evaluate department heads and staff; promote professional development and succession planning.
7. Monitor property conditions, visit developments, and ensure regulatory compliance with HUD (e.g., PHAS, SEMAP), local codes, and safety standards.
8. Analyze trends, risks, and opportunities to improve operational efficiency and expand housing opportunities.
9. Represent MHA before the Board of Commissioners, HUD officials, community partners, and stakeholders.
10. Direct quality control, inspections, maintenance, modernization, and new construction activities.
11. Promote resident satisfaction, respond to complaints, and engage residents in policy or community initiatives.
12. Lead innovation efforts including revenue generation, financing strategies, and public-private partnerships.

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13. Ensure proper procurement, contract administration, and vendor performance across operational areas.
14. Evaluate and implement best practices in affordable housing management and community redevelopment.
15. Maintain interagency collaboration and partnerships with local, state, and federal entities.
16. Ensure all work adheres to confidentiality requirements and aligns with MHA's mission and values.

### Education and Experience

- Bachelor's degree in Business Administration, Public Administration, Urban Planning, or related field.
- Minimum of 5 years of executive leadership experience in affordable housing, preferably within a HUD-funded environment.
- Demonstrated success managing multifaceted departments, projects, and budgets.

### Knowledge and Skills

1. Deep knowledge of HUD programs, including Public Housing and HCVP regulations.
2. Expertise in budget development, financial oversight, and P&L management.
3. Strong understanding of capital improvement planning, procurement, and modernization.
4. Exceptional leadership, team building, and talent development skills.
5. Strategic visioning with the ability to align departmental performance to organizational goals.
6. Ability to analyze operational data, create plans, and deliver measurable results.
7. Experience with public-private partnerships and innovative financing models.
8. Skilled in oral and written communication, especially when translating complex concepts to non-technical stakeholders.
9. Proficiency in Microsoft Office Suite and housing-related management systems.
10. Knowledge of state and local laws affecting public housing operations and development.

### Supervision Controls

The employee works under the supervision of the Chief Executive Officer. The COO plans and carries out responsibilities with broad latitude for independent judgment. Work is reviewed for achievement of goals and alignment with agency policies.

### Guidelines

Work is guided by HUD regulations, MHA policies, local codes, applicable state and federal laws, and internal strategic plans. When guidelines do not cover a specific situation, independent judgment is exercised, or the CEO is consulted.

### Complexity

This position requires managing complex, multi-disciplinary programs in a highly regulated environment. The COO must balance competing priorities while ensuring compliance, operational effectiveness, and resident satisfaction.

### Scope and Effect

The work of the COO affects the success of MHA's mission delivery, regulatory compliance, financial performance, and public reputation. Effective performance supports the agency's strategic goals and enhances the quality of life for residents.

### Personal Contacts

Regular interaction with internal staff, residents, contractors, community partners, and public officials. Contacts require professionalism, diplomacy, and the ability to convey technical information clearly.

### Physical Requirements

*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 accommodation may be made to enable individuals with disabilities to perform the*

*essential functions.*

1. Primarily sedentary, with occasional walking, kneeling, bending, or lifting (up to 25 lbs.)
2. Must be able to visit housing sites and attend community events.
3. Must be able to use computers and other standard office equipment.
4. Ability to work extended hours, evenings, and weekends when necessary.

#### **Work Environment**

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

Work is performed in both office and field settings. Occasional exposure to construction sites and housing developments. Must be able to navigate environments that may include noise, weather extremes, and tenant interaction.

#### **Other Requirements**

1. Must pass a pre-employment drug screening and criminal background check.
2. Subject to on-call responsibilities during emergencies or critical incidents.
3. Must obtain an Alabama driver's license within 30 days of employment.
4. Required to maintain a valid driver's license and a clean driving record.

#### **Read and Acknowledge**

The Montgomery Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the President/CEO.

Employment with the Montgomery Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

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