



Housing Authority of the City of Columbia, Missouri

201 Switzler Street, Columbia MO 65203

Office: (573) 443-2556 ♦ Fax: (573) 443-0051 ♦ TTY: (800) 735-2966 ♦ www.ColumbiaHA.com

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Position Description

DIRECTOR OF HOUSING PROGRAMS

REPORTS TO: Chief Executive Officer
SALARY RANGE: \$58,240.00 to \$90,000.00

SUMMARY OF POSITION: This is an advanced managerial and administrative position that is performed under the direction of the Chief Executive Officer. Responsible to plan, direct and coordinate CHA's Affordable Housing Programs, Section 8 Program Administration, Intake, and other housing programs, including but not limited to Continuum of Care, Tenant-Based Rental Assistance, and Veteran Administration Supportive Housing Services. Major work activities include (1) directly or indirectly supervising all employees in the Housing Programs Division of CHA; (2) directing management operations of CHA's rental assistance programs including leasing and tenant services; and (3) performing quality control audits to monitor indicators under the Section 8 Management Assessment Program to achieve high performance designation.

Performs administrative, managerial, and supervisory work of considerable difficulty involving technical leadership and support, resource management, scheduling, quality control, teambuilding, and other leadership responsibilities within the Housing Programs Division. Directors share responsibilities for implementing agency-wide objectives and directives through programs and practices. Directors are responsible for furthering the mission of the Columbia Housing Authority in partnership with other CHA senior staff.

- Ensure maximum utilization of CHA's existing and future voucher resources.
- Work in partnership with the CEO and Department Directors to expand CHA's Section 8 Homeownership Activities.
- Supervise front line Section 8 Program staff and ensure on-going support, training adherence to HUD regulations and accountability.
- Implement organization-wide goals and cross-department projects and objectives.
- Offer input and feedback to long range, strategic and budget planning processes.
- Model the agency's service orientation with all public, elected or funding agency representatives, while also upholding the mission and interests of CHA, and its participants.
- Conduct business through cross-department participation and review, two-way communication, and accountability.

MAJOR DUTIES AND RESPONSIBILITIES INCLUDE:

- Administers, interprets, and explains policies, rules, regulations, and laws to organizations and individuals under authority of CHA policy or applicable legislation.
- Assists in the preparation of grant applications to federal, state, and local agencies and other organizations as appropriate.



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- Develops, plans, organizes, and administers CHA policies and procedures to ensure programmatic and operational objectives are met.
- Participates in activities to promote agency and expand services, and provides technical assistance in conducting of conferences, seminars, and workshops.
- Prepares, reviews, and submits reports concerning activities, expenses, budget, government statutes and rulings, and other items affecting business or program services.
- Plans, promotes, organizes, and coordinates programs and maintains cooperative working relationships among public and agency participants.
- Consults with staff and others in government, business, and private organizations to discuss issues, coordinate activities, and resolve problems.
- Directs and conducts studies and research, and prepares reports and other publications relating to operational trends and program objectives and accomplishments.
- Implements corrective action plan to solve problems.
- Reviews and analyzes legislation, laws, and public policy and recommends changes to promote and support interests of CHA and special populations.
- Conducts or directs investigations or hearings to resolve complaints and violations of laws.
- Evaluates findings of investigations, reviews, and studies to formulate policies and techniques and recommend improvements for personnel actions, programs, or business services.
- Directs and coordinates activities of workers to ensure continuing operations and acceptable personal productivity.
- Establishes and maintains comprehensive and current record keeping system of activities and operational procedures for the Housing Programs Department.
- Administers and monitors regulated activities to interpret and clarify laws and ensure compliance with laws.
- Develops, directs, and coordinates hiring, training, and evaluation of assigned staff, as well as recommending disciplinary action as appropriate.
- Evaluates effectiveness of current collection policies and procedures.
- Examines records, reports, and documents to establish facts and detect discrepancies.
- Testifies in court for eviction actions or other proceedings as required.
- Investigates regulated activities to detect violation of program regulations.



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- Prepares correspondence, reports of inspections or investigations, and recommendations as requested by the Chief Executive Officer or Board of Commissioners.
- Conducts in-house audits for quality control purposes to review the work of various departments and individuals in the performance of specific program operations.
- Prepares reports or statements of CHA's operations as needed for the Chief Executive Officer, the Board of Commissioners, the local government, the Department of Housing and Urban Development (HUD) and other funding sources.
- Immediately advises the Chief Executive Officer of any irregularities in the management operations of the Authority that come to his/her attention.
- Ensures all Management records are available for the annual fiscal audit.
- Performs other related duties as assigned by the Chief Executive Officer or Board of Commissioners.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Thorough knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of laws, local codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Expert knowledge of HUD programs regulations covering the various housing programs administered by CHA.
- Expert knowledge of modern office practices and procedures and of modern office machines, and computer systems.
- Ability to examine records, reports, and documents to establish facts and detect discrepancies.
- Ability to evaluate and improve the efficiency and effectiveness of operations.



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- Ability to successfully direct and evaluate subordinate personnel and to establish effective working relationships with the public and fellow employees.
- Ability to complete necessary research and investigations.
- Ability to prepare and present oral and written reports and presentations.
- Must have an excellent work history and attendance record.

MINIMUM QUALIFICATIONS

- Bachelor's Degree from an accredited college or university with major course work in business or public administration, social work, education or related field, and/or;
- A minimum of five (5) years of increasingly responsible experience in program administration with direct involvement in management of one or more program areas.
- An equivalent combination of education and experience to meet the required knowledge, skills, and abilities.
- Must have Section 8 training certification or possess the ability to obtain said certifications within six months of employment.

SPECIAL REQUIREMENTS:

- Must be bondable, insurable and have no record of felony criminal convictions.
- Must be willing to travel overnight for a minimum of 15 days annually for training or attendance at conferences/workshops.
- Must be able to obtain and/or maintain a bank account for the purpose of receiving pay by direct deposit.
- Must be able to pass a pre-employment drug screen and background check.

Employee Signature

Date