

## JOB DESCRIPTION

<b>Position:</b>	Director of Facilities and Housing Operations
<b>Location:</b>	St. Petersburg, FL
<b>Supervisor:</b>	Senior Vice President / Chief Operating Officer
<b>Status:</b>	Full-time Exempt
<b>Overall Responsibility:</b>	The Director of Facilities and Housing Operations is responsible for overseeing all aspects of day-to-day operations and management for St. Petersburg Housing Authority's (SPHA) Public Housing, Affordable Housing and Low Income Housing Tax Credit portfolio. Areas of supervision will include Facilities Management, Maintenance, Asset Management, Program Oversight, Team Development and Supervision.

### **Duties and Responsibilities**

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The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

#### **Facilities Management**

- Ensure SPHA properties are well-maintained, safe, and compliant with all regulatory requirements including but not limited to, providing oversight of recurring housekeeping and maintenance inspections, Housing Quality Standard (HQS) and National Standards for the Physical Inspection of Real Estate (NSPIRE) inspections, pest inspections and any associated treatments, and requests for reasonable accommodation and/or reasonable modification.
- Ensure that preventive annual inspections are conducted on all Authority premises and necessary maintenance checks are carried out.
- Plan, organize, schedule, and implement programs for all types of maintenance and establishes objectives and priorities.
- Perform purchasing duties for maintenance staff which includes obtaining bids and prices, ordering materials and supplies, and maintaining procurement records. Monitor expenditures to ensure that purchases do not exceed budgeted amounts.
- Create and review reports on maintenance needs and allocation of resources. Provide input on maintenance budgets and proposes maintenance strategies. Supervise Asset Managers in work order management and turnaround time. Assist in the periodic sales of surplus equipment and appliances.
- In partnership with Construction Manager, provide oversight of property capital projects.

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- Assist in coordinating logistical and maintenance needs with the Chief Operating Officer and other affected Departments Heads, to include but not limited to moving of offices, remodeling building/spaces, provision of furniture and/or fixtures, scheduling of routine and non-routine work orders on projects, etc.
  - Oversee activities relating to the inspection, assessment and preparation of housing units for inspection reviews from HUD/REAC and other housing partners.
  - Conduct site visits on a regular basis (bi-weekly) to include but not limited to review of: curb appeal, model inspections, expense approvals, and personnel issues.
  - Oversee safety and security initiatives and operations; including collaboration with local police department.

### **Asset Management**

- Supervise and support asset managers and on-site staff in daily operations of housing properties.
- Oversee leasing activities, including tenant selection, leasing agreements, and rent collection.
- Oversee the implementation of marketing methodologies: fair housing outreach, advertisements, signage, banners, curb appeal and rental models
- Establish performance measures and goals for each property and the entire portfolio.
- Provide vendor management oversight of all 3rd party vendors contracted to perform work within the assigned portfolio, including tracking vendor performance, addressing and responding to concerns with vendors, and compliance with contractual obligations.
- Oversee relocation efforts for tenants affected by modernization construction and other activities.
- Interact with Legal Counsel on landlord / tenant matters.
- Provide and promote excellent customer service to all stakeholders; ensure that Asset Managers host quarterly resident meetings.

### **Program Oversight**

- Assist in creation and management of departmental budget.
- Analyze operations and makes recommendations for improvement courses of action; prepares short and long-range plans for Housing Operations; prepare reports and other departmental documentation; attend monthly Board meetings.
- Monitor staff performance in wait list management, eligibility determination, unit offers, leasing, inspections, certifications and recertifications, and evictions and program terminations.
- Ensure compliance with applicable property programs such as Public Housing, Project Based Section 8, HOME and/or Tax Credit (LIHTC).
- Ensure department meets and/or exceeds program targets and performance indicators.
- Ensure department compliance with applicable federal and state laws, HUD regulations, SPHA's Admissions and Continued Occupancy Policy (ACOP), and other established policies and procedures.
- Create and update at least annually departmental policies and procedures.
- Monitor changes in program requirements and develop/revise policy and procedures as needed to ensure program compliance and excellence in program administration.

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- Provides oversight of third party contracts for the management of LIHTC developments.

### **Team Development & Supervision**

- Recruit, retain and train site level personnel to execute PHA requirements and achieve and maintain PHAS high-performer standards.
- Foster a positive and collaborative work environment that promotes teamwork and professional growth.
- Conduct performance evaluations and provide ongoing feedback and coaching to team members.
- Provide leadership and supervision to carry out SPHA mission and goals.
- 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.

### **Other Job Functions**

- Ensure, with the 504 Coordinator, that the PHA's policies, procedures, forms, and practices fulfill the PHA's obligation to provide reasonable accommodation and physical modifications for persons with disabilities, LEP requirements, and VAWA protections.
- Represent the Authority in community affairs, meetings involving maintenance and operations and other matters as assigned, including conducting meetings with residents, government officials, interest groups, councils, developers, architects, planners and contractors; serve as a liaison to the community.
- Establish positive working relationships with representatives of community-based organizations and other agencies, Authority management and staff, and the public.
- Perform other duties and handle projects as assigned.

### **Supervisory Authority**

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Exercise direct leadership over all housing operations, employees, and employee work actions.

### **Supervision Provided**

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Operate under direct general supervision of Senior Vice President / Chief Operating Officer.

### **Knowledge, Skills, and Abilities**

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#### **Knowledge of:**

- Leadership principles, effective supervisory skills, and applicable employment laws
- Principles, theories, and standard practices of maintenance and operations programs as they apply to maintenance and repair of structures, machinery, and equipment.
- Public housing program regulations and requirements
- Property management

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- Fair Housing Laws
  - State and local landlord/tenant laws as relates to public housing program operations
  - Southern building standards/local building codes and regulations, federal/state/local safety standards and regulations, and HUD forms and requirements.
  - Current technology and computer hardware/software

**Skills in:**

- Inspecting maintenance work
- Interpreting federal regulations
- Data analysis and mathematical calculation
- Good judgment and decision making
- Budgeting and resource allocation
- Negotiation and conflict resolution
- Effective time management and delegation
- Effective oral and written communication
- Strong organizational skill needed to prioritize multiple tasks, projects, and demands
- Bilingual (English / Spanish) a plus

**Ability to:**

- Handle heavy workload conditions, calmly and efficiently
- Sit at a desk or conference table for extended periods
- Frequently move about the office and access stored files and records
- Deal with public in professional and courteous manner in person and by telephone
- Maintain effective working relationships with clients, owners, supervisors, staff, colleagues and the general public

**Physical Requirements**

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- Possess the level of manual dexterity sufficient to operate terminal keyboard, telephones, fax/copy machines and general office supplies
- Ability to sit at a desk or conference table for extended period
- Frequently move about the office and access stored files and records
- Ability to move, handle, or lift moderately heavy objects such as computer equipment

**Education and Experience**

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- Education equivalent to a four-year degree from a regionally accredited institution in Business Administration, Public Administration, Finance, Social Work or a closely related field is preferred.
- Three to five years' experience with construction, contracting or maintenance is preferred.
- A minimum of four (4) years' experience with Housing Programs (i.e. Public Housing, Housing Choice Voucher, LIHTC, Multi-family) or the equivalent, and two years of increasingly responsible experience in administrative work that demonstrates competency in the listed "Knowledge, Skills, and Abilities" section above.

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- At least two (2) years of management or supervisory experience in a related industry; three (3) years preferred.
  - Any equivalent combination of education, experience, and training which, in the sole discretion of SPHA, constitutes the required knowledge and abilities, will be considered.

### **Other Requirements**

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- Public Housing Executive Management and Public Housing Management (PHM) certifications must be obtained within 12 months of employment.
- Housing Credit Certified Professional (HCCP) or Specialist in Housing Credit Management (SHCM) preferred.
- Must possess, or be able to immediately obtain and retain, a valid Florida driver's license.

*SPHA is an Equal Opportunity Employer*

*Reasonable accommodations may be made to otherwise qualified individuals with disabilities*