

Jurisdiction: Ithaca Housing Authority

Jurisdictional Class: Competitive

Adopted: 07/09/14

Revised: 02/19/20, 09/07/22

Title changed from Director of Housing Operations to Operations Manager 02/19/20

OPERATIONS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative and managerial position responsible for administering, managing, directing and supervising operation and compliance requirements of all housing programs under the Ithaca Housing Authority, including but not limited to the Section 8 Housing Choice Voucher (HCV) Program, Public Housing, Multi-Family and Low-Income Housing Tax Credits (LIHTC) Programs. The work includes coordinating and analyzing occupancies and vacancies; determining eligibility; interviewing applicants and tenants; interpreting, updating and creating policies and program evaluations; property management; asset management; and tenant relations. The incumbent oversees housing programs to ensure compliance with all federal, state and local requirements. The work is performed under the general supervision of the Executive Director of the Ithaca Housing Authority with considerable leeway allowed for the exercise of independent judgment in the performance of the work. Supervision is exercised over subordinate staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees all housing programs as they relate to compliance and operations;

Supervises, trains and evaluates subordinate staff; makes hiring recommendations to the Executive Director;

Oversees the distribution of work assignments to subordinate staff; provides information and technical assistance regarding program purposes, eligibility criteria, housing availability, and related matters to applicants, participants and the general public;

Reviews recommendations made by subordinate staff as to the initial or continued eligibility of program applicants and participants; approves or disapproves determinations of eligibility and recommendations for case disposition;

Recommends and/or updates internal policies as they relate to legal, regulatory, and policy compliance as outlined by the U.S. Department of Housing and Urban Development (HUD), NYS Division of Housing Standards, and local housing codes;

Interprets existing and proposed policies and procedures issued by the Department of Housing and Urban Development or other entities exercising control over the programs;

Revises and or creates procedures in accordance with policy revisions issued by HUD or other entities exercising control over the programs;

Reviews the financial and operational activities of housing programs and recommends changes to improve efficiency and effectiveness;

Researches and evaluates operating issues and procedures and makes recommendations for the improvement of operations;

Oversees vacancy/transfer/leasing process of all housing programs;

Oversees, analyzes and evaluates key property management functions, including compliance, reporting, budget monitoring, routine and preventive maintenance, marketing, security, leasing, etc.;

Provides direction to staff to ensure program compliance; instructs staff and tenants regarding the interpretation of internal policies, procedures and regulations as they relate to compliance and operation of housing programs; ensures consistent application of policies by staff;

Monitors work schedules, staffing needs, training needs and program structure;

Typical Work Activities – continued

Analyzes housing program reports and financial statements, and prepares property performance reports;

Prepares and maintains a variety of accurate records and reports, including financial records of housing operations and monthly financial reports results for review by the Executive Director;

Develops and maintains an effective outreach and marketing plan for housing programs;

Works with the Executive Director on new and existing development and related housing projects; provides research on pending legislation and prepares comments as requested;

Reviews rent roll and billing process and oversees eviction proceedings as necessary;

Keeps abreast of changing laws, regulations and policies, and advises Executive Director and subordinate staff;

Attends meetings of all interested groups, trainings and conferences related to the position as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of applicable Federal, State and local laws, rules, regulations and guidelines governing eligibility for federal and state housing programs; good knowledge of the principles, practices, methods and operating techniques of housing management; good knowledge of the principles and practices of program administration; good knowledge of the modern methods and techniques of interviewing and information gathering; good knowledge of the needs and problems experienced by low-income families and individuals; good knowledge of the policies, rules and regulations of the Ithaca Housing Authority, particularly as they pertain to occupancy and compliance of housing programs; good powers of observation and critical inspection; ability to plan, organize, supervise and direct the work of subordinate personnel, including training and performance evaluations; ability to read, interpret and apply complex regulatory material; ability to convey information clearly verbally and in writing; ability to analyze numerical and written information; ability to establish and maintain effective working relationships with a wide variety of people including elderly, disabled and low-income tenants, members of the public, contractors and professional colleagues; ability to supervise and conduct housing inspections; ability to identify and analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; ability to organize, meet schedules and timelines of work on an independent basis in an environment of frequent interruptions; ability to effectively operate a computer and software applications as they pertain to housing operations; ability to maintain the confidentiality of employee and resident information; ability to successfully work with and serve a diverse local community; physical conditions commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's degree in Human Services, Psychology, Sociology, Education, Public Administration, Business Administration, Operations Management, Public Policy or a closely related field with similar course curriculum and three (3) years of full-time paid experience, or its part-time equivalent, working in a federal or state housing program—or agency; or

- B. Possession of an Associate's degree in Human Services, Psychology, Sociology, Education, Public Administration, Business Administration, Operations Management, Public Policy or a closely related field with similar course curriculum and five (5) years of full-time paid experience, or its part-time equivalent, working in a federal or state housing program or agency; or

Minimum Qualifications - continued:

- C. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of full-time paid experience, or its part-time equivalent, working in a federal or state housing program or agency; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

SPECIAL REQUIREMENT: Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.