

**CITY OF ANN ARBOR, MICHIGAN  
POSITION DESCRIPTION**

**POSITION TITLE: Deputy Director- Ann Arbor Housing Commission  
(AAHC)**

Job Number: 404470

Date Finalized: 7/28/2022

<b>Service Area:</b> Housing Commission <b>Service Unit:</b> Housing Commission	<b>Accountable To:</b> Executive Director- AAHC
<b>Mission Statement</b> The City of Ann Arbor's mission is to deliver exceptional services that sustain and enhance a vibrant, safe and diverse community.  Ann Arbor Housing Commission (AAHC) seeks to provide desirable housing and related supportive services for low-income individuals and families on a transitional and/or permanent basis. AAHC will partner with housing and service providers to build healthy residential communities and promote an atmosphere of pride and responsibility.	
<b>Role Summary</b> Primary role is to ensure organizational effectiveness by providing operational leadership. Ensures that the AAHC is in regulatory compliance for all of the AAHC's programs, including all Voucher programs, all Housing Programs, and all Tenant Services Programs. Ensure that the AAHC is in regulatory compliance with all funders including, but not limited to, HUD, LIHTC MSHDA, FHLB and other public and philanthropic funders.	
<b>Duties</b> This position operates with significant independence under the direct supervision of the Executive Director and is responsible for assisting in the planning, management, administration and operations of the AAHC. The Deputy Director- AAHC is responsible for ensuring that AAHC staff has the appropriate equipment, training, and tools to provide high quality customer service to residents and to comply with regulations. In addition, the Deputy Director- AAHC is responsible for managing the relationship with outside vendors that directly relate to AAHC operations including Yardi, the AAHC's property management and financial system. The position directly supervises the Housing Choice Voucher Manager, Administrative Assistant, Family Self Sufficiency (FSS) staff, Occupancy Specialist Waitlist staff, Property & Compliance Staff and Residency Managers. The incumbent is also responsible for, but not limited to, the following duties:  <u>Essential Duties</u> <ul style="list-style-type: none"><li>• Assist the Executive Director with the development of policies and procedures to implement Federal, State, and local regulations.</li><li>• Lead the development and implementation of proactive Diversity, Equity and Inclusion (DEI) initiatives in support of the AAHC's strategic plan.</li><li>• Assess and monitor DEI program effectiveness and keeps management informed of equal opportunity progress and issues through periodic reports.</li></ul>	

- Revise, publish and submit the Administrative Plan, Property Management Plans, Affirmatively Furthering Fair Housing Plan, Section-3 Plan, 5-year Plan and Annual Plan, as needed.
- Assist the Executive Director with the development and maintenance of AAHC policies and procedures and ensure that staff is aware of City of Ann Arbor policies and procedures.
- Assist the Facilities Manager with preparation of detailed budgets and financial reports for properties.
- Manage and oversee operations, maintenance, administration, and improvement of residential properties.
- Plan, schedule, and coordinate general maintenance, major repairs, and remodeling or construction projects for residential properties.
- Meet with clients to negotiate management and service contracts, determine priorities, and discuss the financial and operational status of properties.
- Oversee FSS program, instruct individuals or groups for the primary purpose of self-enrichment, occupational objectives, educational attainment, and homeownership.
- Conduct regular meetings to communicate and train staff on policies and procedures
- Ensure compliance with all regulations and guidelines and analyzes and researches new Federal and State regulations to ensure compliance.
- Draft AAHC comments on proposed Federal, State and Local regulations regarding their prospective impact on AAHC programs. Suggest alternative courses of action, as applicable.
- Manage the procurement process for PBV contracts, analyze and coordinate the schedule, timeline, procurement, staffing, and budget on a per project basis. Lead and guide the work of staff. Serve as a point of contact for project.
- Develop and implement goals, objectives, performance standards and reporting systems.
- Develop cooperative strategies between departments.
- Oversee compliance with LIHTC, FHLB, CDBG, HOME, Continuum of Care, SEMAP, HCV, RADPBV, PBV, FSS, and HCV Homeownership and any other regulatory requirements; develop and submit timely reports.
- Develop and implement goals objectives, performance standard and reporting systems including oversee compliance with the Moving to Work program and all regulatory requirements.
- Maintain cooperative relationships with community members and organizations.
- Manage administrative offices and supervise Administrative Assistant staff.
- Manage Family Self Sufficiency Program and supervise FSS staff.
- Manage waitlist process and supervise Waitlist staff.
- Manage and support the Affordable Housing operations and staff (Property & Compliance Specialists and Residency Managers).
- Manage and support the Housing Choice Voucher Program Manager and associated programs.
- Ensure that the AAHC is meeting its regulator obligations regarding housing of special needs and homeless populations.
- Establish and implement effective marketing measures to address available vacancies including coordinating with the HAWC and local service providers to house homeless

households.

- Manage Continuum of Care program; ensure subcontractor compliance with regulations and coordinate vendor payments with finance department.
- Manage Housing Choice Voucher Homeownership program; ensure compliance with regulation and interpret and explain information such as eligibility requirements, application details, payment methods, and applicants' legal rights.
- Determine eligibility of persons applying to receive assistance for Housing Choice Voucher Homeownership program. Interview benefits recipients at specified intervals to certify their eligibility for continuing benefits. Compile, record, and evaluate personal and financial data to verify completeness and accuracy, and to determine eligibility status. Keep records of assigned cases and prepare required reports.
- Provide for supervision, training, evaluation and discipline of subordinate employees for continuous development of professional staff, exercising a high degree of competence, sound judgment and operational independence.
- Plan, direct, or coordinate activities designed to create or maintain a favorable public image or raise issue awareness for their organization or client.
- Assess and monitor staff workloads, internal reporting relationships, and administrative and support systems; identify opportunities for improvement and implement change
- Establish and monitor key performance indicators to ensure the adequacy, quality and timeliness of AAHC work performance consistent with operational objectives and applicable HUD, MSHDA, FHLB, LIHTC and other regulatory requirements.
- Complete Environmental Reviews for demolition, rehabilitation and or new construction of housing projects.
- Participate in the development of the AAHC budget.
- Monitor program utilization rates and the impact on the budget; coordinate agency adjustments with the Executive Director and the Fiscal and Administrative Manager.
- Oversee regular quality control and compliance reviews of agency files.
- Examine, evaluate, and investigate eligibility for or conformity with laws and regulations governing contract compliance of licenses and permits, and perform other compliance and enforcement inspection and analysis activities.
- Research grant availability and write grant funding applications and requests for supportive services and other needs of the agency and its residents.
- Analyze and coordinate the schedule, timeline, procurement, staffing, and budget of a program or service on a per project basis.
- Develop detailed project plans, assign duties to project personnel. Communicate with key stakeholders to determine project requirements and objectives. Confer with project personnel to identify and resolve problems. Create project status presentations for delivery to customers or project personnel. Develop or update project plans including information such as objectives, technologies, schedules, funding, and staffing.
- Yardi Property Management Software Administrator, responsible for communicating with vendor, trouble shooting, software upgrades and staff training on Yardi.
- Plan, direct, or coordinate activities in Yardi including electronic data processing, information systems, systems analysis, and computer programming.
- Direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines for all software related activity.

- Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems for all software related activity.
- Review project plans to plan and coordinate all software related project activity.
- Assign and review the work of systems analysts, programmers, and other computer-related workers.
- Provide users with technical support for software related computer problems.
- Oversee implement and monitors all current and future HUD mandated electronic verification procedures.
- Manage agency technology and implement technology enhancements to increase efficiency, accuracy and productivity.
- Respond to, explain, define, defend and resolve issues pertaining to the AAHC's programs, policies and procedures. Negotiate and resolve sensitive and controversial issues. Advise Executive Director, in a timely manner, of problems and on necessary actions to resolve those problems.
- In the absence of the Executive Director, assume full management responsibilities for the AAHC programs and services.
- Provide assistance to the Executive Director and the Board of Commissioners; prepares and presents staff reports and other correspondence to the Board, as assigned.
- Represent the AAHC to outside agencies and coordinate AAHC activities with outside agencies and organizations.

#### Related Work

- Provide formal periodic operational and status reports to the Executive Director.
- Facilitate cross-functional communication and cooperation.
- Interpret policy for subordinates, when required.
- Represent the agency on community boards and initiatives related to housing for vulnerable populations.
- Participate in interagency initiatives to identify, share and implement best practices.
- Participation in, or performance of, special projects as assigned by the Executive Director.
- Perform other duties as assigned.

#### **Knowledge of:**

- Contemporary principles and best practices of personnel management, supervision, employee and labor relations
- Contemporary principles and best practices of public administration
- Contemporary principles and best practices of accounting, budget preparation, organization management and analysis of data
- Outstanding customer service principles and practices
- Pertinent federal Public Housing, Low-Income Housing Tax Credit, Continuum of Care, and Housing Choice Voucher regulations, state, county and city laws, codes, ordinances and regulations
- Computer and software applications used in business settings (e.g. word processing, spreadsheets, databases, asset management systems, presentation applications, etc.)
- Contemporary principles and best practices of public or private property management
- Grant writing, reporting and compliance

- Fair Housing and reasonable accommodation requirements

### **Skills and Ability to:**

- Critically analyze operations, collaboratively design and institute improvements without disruption of existing operations
- Imaginatively and effectively identify and evaluate plan alternatives in relation to trends, costs, and social pressures Thoroughly evaluate program alternatives and make recommendations for improvements in business programs and service delivery
- Provide comprehensive support to assure the successful and effective performance of staff
- Provide both oral and written communication that is easily understood and direct in its content
- Establish and maintain effective, respectful, and productive working relationships
- Negotiate effective and appropriate solutions to difficult conflicts
- Listen effectively to understand thoroughly the intended message
- Set appropriate priorities while coordinating multiple complex projects and meeting critical deadlines
- Maintain strict confidentiality of all tenant records
- Interpret and implement federal regulations
- Demonstrate well-developed organizational and time management skills
- Demonstrate high-level customer service skills
- Service low-income, elderly, and disabled individuals
- Solve problems using appropriate tools and techniques
- Use and understand office information technology

### **Equipment**

Standard office equipment, PC, fax, copier, calculator, multi-line telephones and other miscellaneous office equipment.

### **Training and Experience (position requirements at entry)**

#### Required:

- Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Social Work or a closely related field.
- At least seven (7) years of industry related combined experience in Voucher and/or Affordable Housing Administration.
- At least five (5) years of supervisory experience.
- The City of Ann Arbor, at its discretion, may consider an alternative combination of formal education and work experience.
- Ability to obtain HCV, LIHTC and RAD-PBV Certifications within one (1) year of employment.

#### Preferred:

- Experience supervising union employees.

### **Licensing Requirements**

#### Required:

- Ability to obtain HCV, LIHTC and RAD-PBV Certifications within one (1) year of employment.

Preferred:

- HCV, Affordable Housing and LIHTC Program Administration Certification

**Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Positions in this class typically require: reaching, lifting, grasping and repetitive motions.

Individual must be able to either hear, talk, or see.

Move and lift light objects less than 20 lbs. such as mail, files, and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

**Description Prepared By**

JHall 4.21.16/ Updated by Jennifer Hall/HR Review- EAJ, AW 3/28/2022