



Yolo County Housing

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DATE: January 14, 2010
TO: YCH Board of Commissioners
FROM: Lisa A. Baker, Executive Director
PREPARED BY: Janis Holt, Resource Administrator
SUBJECT: **Review and Approve the Revised Position Description for the Director of Operations**

RECOMMENDED ACTION:

That the Board of Commissioners approve the revised position description for the Director of Operations.

BACKGROUND / DISCUSSION:

The YCH Board of Commissioners approved the Director of Operations position description as part of the approval of the restructuring of the Housing and Facilities Departments at the June 4, 2009 meeting.

In September, staff implemented a recruitment strategy that included a broad outreach through print and on-line advertising, public sector journals and publications, CaJobs, America's Job Bank, and a mass mailing of the recruitment brochure to over 300 housing authorities and non-profit housing agencies. Of the twenty-four (24) applications YCH received, thirteen (13) applicants were invited to the first round of interviews. The top five (5) candidates were invited to second interviews and asked to complete the YCH employment application and sign the approval to the background check. One of the top candidates was offered the position but declined. The second recommended candidate does not currently meet the minimum educational requirements listed in the position description but exceeds the housing experience requirement. In reviewing job descriptions for comparable positions from housing authorities in the area, we find that experience is often substituted for formal education with a minimum educational requirement of a high school diploma or GED. A candidate's experience with housing assistance, real estate services, and agricultural housing programs operated by YCH is critical to the success of the individual selected for this position.

Staff recommends that the Board adopt the revised position description to enable the organization to select the best possible candidate for the position.

FISCAL IMPACT

None.

CONCLUSION

Staff recommends that the Board review and approve revised position description for the Director of Operations.

Attachment: Director of Operations Position Description

DIRECTOR OF OPERATIONS

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To plan, organize, direct and oversee the management and maintenance operations of the Housing Assistance Programs (including a variety of voucher-based programs), Real Estate Services programs (including YCH and non-profit owned properties) and Agricultural Housing programs; to coordinate assigned activities between YCH departments and with outside agencies; to create analytical, statistical and narrative reports regarding these programs; develop, administer, and manage program budgets; to develop innovative approaches to service delivery in a coordinated manner with YCH departments and outside agencies; and to provide highly responsible and complex administrative support to the Executive Director.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Executive Director and serves at the will of the Executive Director.

Provides direction and supervision to housing operations staff.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Plan, organize and direct the management and administration of the housing assistance, real estate services and agricultural housing programs.
2. Direct programs that sustain the physical, social, and programmatic viability of YCH housing developments and voucher services.
3. Establish within the operations department, policy-appropriate service and staffing levels and comprehensive minimum standards in support of YCH goals and objectives; monitor and evaluate efficiency and effectiveness of service delivery methods and procedures; and allocate resources accordingly.
4. Assess and monitor operations department workloads, administrative and support systems, and internal reporting relationships; identify opportunities for improvement;

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direct and implement change with approval. Establish programs to correct management deficiencies.

5. Develop and maintain departmental policies and procedures; assist in the development of YCH policies and procedures implementing Federal, State, and local directives and statutes and other programs.
6. Responsible for departmental employee training, motivation, supervision, and evaluation; participate in the selection of department staff and delegate duties as appropriate.
7. Ensures strict compliance of agency programs with Federal and State guidelines and regulations; researches and analyzes new Federal and State guidelines.
8. Responsible for the compilation, preparation, and submission of all required reports to federal, state, and/or local authorities in a timely and accurate manner. These reports include but are not limited to SEMAP, PIC, VMS and PHAS.
9. Provide quality control and conduct quality control tests, such as SEMAP, for the department and as required by HUD or other funding partner. Prepare certification documents as required.
10. Maintain adequate monitoring and reporting systems to ensure quality and timeliness of departmental work; hold and conduct regular staff meetings, to include the communication and training in various YCH policies.
11. Assume management responsibility for the development and administration of departmental budgets.
12. Oversee departmental budgets; approve the forecast of funds needed by program supervisors for staffing, program services, equipment, materials and supplies; approve expenditures and implement budgetary adjustments as approved.
13. Develop and implement goals, objectives, policies, procedures, performance objectives, standards and reporting systems. Develop and implement cooperative strategies among departments within YCH and with regulatory and funding agencies with approval.
14. Research, develop and write grant applications and related funding proposals.
15. Respond to, explain, define, and resolve issues pertaining to YCH programs, policies and activities; negotiate and resolve sensitive and controversial issues with approval.
16. Serve as staff on a variety of boards, commissions and committees; research and prepare administrative reports and studies; prepare written correspondence as

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needed; prepare and present staff reports; attend Board of Commissioners meetings as required.

17. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of housing services.

18. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.

19. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.

20. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, activities, and administration of a comprehensive public housing management program.
- Management skills to analyze programs, policies and operational needs.
- Principles and practices of program development and administration.
- Principles and practices of government financing and budgeting.
- Purposes, functions and organization of housing authorities and other local governmental agencies and the functioning of their governing boards.
- Principles and practices of asset management and voucher processes.
- Principles, practices and regulations of California property management.
- Operations, services, and activities of a building and grounds maintenance program.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State, and local codes, laws, and regulations.

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Ability to:

- Plan, organize, direct and coordinate work of department staff in a manner conducive to full performance and high morale.
- Select, supervise, train, and evaluate staff.
- Prepare, review, and present clear and concise reports and correspondence.
- Prepare, administer and provide oversight to complex budgets within established guidelines.
- Devise and implement innovative approaches to maximize organizational efficiency and responsiveness.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Maintain confidentiality.
- Interpret and apply YCH policies, rules and regulations.
- Interpret and apply Federal, State, and local policies, laws and regulations.
- Drive from site to site.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience:

- Five years of progressively responsible, professional or journey level housing experience, with at least two (2) years of supervisory experience. Ideal candidate will have at least two (2) years in a public housing authority with HCV or LIPH management experience.

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- Demonstrated proficiency in preparation of spreadsheets and narrative reports.

Education:

- Bachelor's degree from an accredited college or university with major course work in housing/community development, business administration or a related field is required. Masters degree preferred, or
- An Associate's degree with three years experience in a public housing authority may be substituted for the Bachelor's degree, or
- An equivalent combination of education, training, and experience may be substituted on a two-for-one year basis for the Bachelor's degree.
- Possess a valid Public Housing and/or HCV Certificate or obtain such certifications within six months of appointment of the classification.

Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 25 pounds and climb stairs. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodations can be made to the Executive Director or the Resource Administrator.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Provide required proof of legal right to work in the United States.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

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Yolo County Housing is an equal opportunity employer.

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