

NEEDHAM HOUSING AUTHORITY POSITION DESCRIPTION

POSITION: ASSISTANT EXECUTIVE DIRECTOR

REPORTS TO: EXECUTIVE DIRECTOR

SUPERVISES: OTHER NHA STAFF AS DETAILED BELOW

JOB SUMMARY

The Assistant Executive Director (AED) is responsible for assisting the Executive Director in directing the operations of the Needham Housing Authority (NHA), including the overall administration of federal family and elderly public housing, Massachusetts family, elderly, and special needs public housing, Section 8 units, and oversight of twenty Project Based Section 8 units managed by an outside contract. The AED may also support NHA planning, modernization, and redevelopment initiatives. The AED is responsible for overseeing the NHA Afterschool Program and may be responsible for other programs for residents. She/he will likely be responsible for securing yearly grants and developing and implementing the organizational systems, programs, policies, and procedures that ensure high performance and customer service consistent with the goals and mission of the Authority. The AED must work on-site during regular office hours. Regular remote work is not available for this position.

SUPERVISION RECEIVED

The Assistant Executive Director works under the general supervision of the Executive Director. This highly responsible management position requires excellent leadership skills, sound judgment, initiative, and the ability to work independently.

SUPERVISION GIVEN

The AED exercises general supervision over leased housing staff, administrative staff, and resident service coordinators. The AED may oversee the work of contractors, consultants, and legal advisors. The AED may interface with EOHLIC, HUD, and the Director of Maintenance. The AED has a lead role in performance evaluations and discipline of employees. The AED directs staff in planning, scheduling, and overseeing daily tasks.

PRIMARY RESPONSIBILITIES:

The Assistant Executive Director may have primary responsibilities that include, but are not limited to, the following:

- Advise the Executive Director when regulatory changes require policy or procedural changes in Authority operations.
- Responsible for essential functions, including ensuring the efficient operation of the properties within financial guidelines, ensuring established standards are met, maintaining occupancy requirements, reviewing delinquent accounts, and taking required action.
- Respond to all resident requests promptly, efficiently, and courteously while ensuring compliance with the applicable public housing or other subsidy requirements.
- Assist the Director of Leased Housing in conducting private conferences concerning possible lease violations.
- Provide training and support for staff to ensure assignments are carried out in accordance with established policies and procedures.
- Evaluate and recommend personnel action on staff performance and administer discipline effectively.
- Perform other related duties as may be assigned by the Executive Director.

KNOWLEDGE, SKILLS, AND ABILITIES

- Must possess advanced leadership and management skills.
- Ability to train, mentor, and supervise employees, including performance evaluations.
- Ability to communicate effectively with others, both verbally and in writing.
- Proficiency in Microsoft Office Suite is required.
- Prior industry-relevant management experience is preferred.
- Solid administrative, organizational, computer, and resident relations skills.
- Highly organized and capable of working on many projects concurrently with minimal supervision.
- Ability to analyze problems, identify solutions, make decisions under pressure, and issue clear, concise directions.
- Ability to resolve conflict positively.
- Must maintain confidentiality of all programs and work-related duties.
- Must have a valid Massachusetts driver's license.
- Bilingual is a plus but not required.

EXPERIENCE AND TRAINING

A four-year degree is desirable—five years of management and administrative experience in public housing, federal and state. Section 8 experience is desirable. Must know the Commonwealth of MA and HUD housing regulations. Must possess or obtain certification as a Public Housing Manager within a year of hire.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Most work is performed in an office environment.
- Hearing & speaking to exchange information.
- Visual acuity
- Dexterity of hands and fingers to operate a computer keyboard and office equipment.
- Sitting or standing for extended periods
- Walking and climbing stairs during home visits and inspections.
- Driving in the performance of work duties