



ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

The mission of the Asheville Housing Authority is to provide safe, quality, and affordable housing, to expand available resources, and to collaborate with the community to create opportunities for resident self-reliance and economic independence.

Our core values are Compassion, Equity, Fairness Integrity, Openness, Patience, and Respect.

JOB POSTING FOR: CHIEF OPERATING OFFICER
JOB TYPE: FULL TIME EXEMPT

GENERAL STATEMENT OF JOB

The Asheville Housing Authority (HACA) seeks to hire an experienced Chief Operating Officer. An employee in this class is responsible for assisting the Executive Director with the administration and operations of the housing authority. Work involves planning, directing, supervising, coordinating and evaluating all the daily operations integral to the activities of Administration, Housing Management, Section Eight, and Maintenance and all programs of the Housing Authority. This employee is also responsible for monitoring the daily operations of the Authority, making recommendations, and reviewing/evaluating agency policies and procedures. The employee assists with budget preparation, makes recommendations regarding personnel, and acts in the absence of the Executive Director. The employee attends Board of Commissioners meetings, making appropriate presentations when necessary. The employee is required to exercise considerable tact and courtesy in frequent contacts with residents, employees, and external agencies. Work is performed independently under the general supervision of the Executive Director and is reviewed through periodic conferences, written reports, and the evaluation of accomplished results. (This is an exempt position under FLSA).

For an application, please visit the Employment page on the Asheville Housing Authority website at <https://haca.org/employment-opportunities/>, You may also apply by submitting a cover letter and resume via email to HR@haca.org, via USPS mail or by hand delivery to the Housing Authority of the City of Asheville - Central Office (165 S. French Broad Ave., Asheville, NC 28801). Applications /resumes will be accepted until this position is filled. The Housing Authority is an equal opportunity employer.

ESSENTIAL FUNCTIONS

1. Provides general administration and policy guidance.
2. Plans, organizes, coordinates, and supervises work performed on capital improvements, in housing services, and program activities.
3. Monitors the operations of the Authority, making recommendations and acting when necessary
4. Develops and implements management plans through the assignment of tasks to subordinate staff.
5. Monitors all programs and related activities for regulatory and statutory compliance; makes recommendations to

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the Executive Director regarding necessary changes to meet AHA goals and objectives.

6. Reviews and evaluates Authority policies and procedures.
7. Assists the Director with the alleviation of severe resident problems, recommending final decisions in extreme conflicts.
8. Directs periodic staff meetings; participates in the employee selection process; coordinates work assignments; evaluates employees' work performance.
9. Coordinates the preparation of funding applications for programs and services, assuring they meet the requirements of Federal, State, local, non-profit and/or private funding entities.
10. Supervises subordinate staff; reviews work performance, conducts evaluations, makes relevant changes to improve work performance

ADDITIONAL JOB FUNCTIONS

1. Acts in the absence of the Executive Director
2. Represents The Housing Authority at organizational meetings, program planning, development implementation and reporting.
3. Represents agency on Boards, at workshops, and meetings on local, state, and regional level.
4. Assists in the preparation of Authority budgets
5. Performs other related work as required. The above duties are intended to describe the general content of and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of essential functions, responsibilities, or requirements.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Thorough knowledge of HUD and other Federal, State and local regulations and guidelines
2. Considerable knowledge and understanding of the needs, problems, and attitudes of low-income or disadvantaged people and of the associated community environment
3. Considerable knowledge of the practices, procedures, regulations, and policies related to effective housing management, maintenance (operations), and administration.
4. Considerable skill in the operation of computers, including word processing, spreadsheets, database, and file maintenance programs
5. General knowledge of methods used in negotiations, mediation, and settlement of opposing viewpoints.
6. General knowledge of codes and laws concerning housing standards and rehabilitation loans and grants
7. General knowledge of public, private and non-profit funding sources that are available for housing programs and related services

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8. Must demonstrate the ability to plan, direct, coordinate, and supervise the work of employees.
9. Must demonstrate the ability to evaluate and disseminate factual information and develop proposals to promote solutions to resident educational, social, recreational, civic, and maintenance problems.
10. Must demonstrate the ability to maintain an impartial attitude while negotiating a controversial situation. Must demonstrate the ability to present ideas effectively in oral and written communications.
11. Must demonstrate the ability to provide for the effective coordination of the Housing Authority's operations and management activities

MINIMUM TRAINING AND EXPERIENCE

A college degree in an appropriate major and 3 to 6 years of direct management experience in a technical area of public housing. An equivalent combination of education and experience will be considered. Computer proficiency is a requisite skill. NC Real Estate (BIC) license or equivalent required. Must be a trained affordable housing manager with a valid NC Driver's license.

SPECIAL REQUIREMENTS

- Valid North Carolina issued Driver's License
- The Housing Authority of the City of Asheville requires all applicants to have a background check and a drug test before the commencement of employment

STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of office machinery and equipment including typewriters, computers, switchboards, etc. Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time; the job is rated for Light Work.

Interpersonal Communication: Requires the ability to communicate with people to convey or exchange information. Includes giving instructions, assignments, or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of reports, correspondence, ledgers, logs, applications, appraisals, etc. Requires the ability to prepare correspondence, reports, forms, audits, appraisals, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to communicate with people with poise, control, and confidence.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; statistical inference and statistical theory.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

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Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Must be able to communicate via telephone.

BENEFITS

- Medical Insurance - (100% Company Paid for Employee)
- Dental, Vision, Life
- Short-Term & Long-Term Disability (100% Company Paid)
- 401k with 7% Employer Contribution
- PTO = 4 weeks annually/accrual based
- 11 Paid Holidays