

## Director of Staff Operations

### Definition:

Under direction of the Executive Director is responsible for the oversight and/or direct administration of the day to day operational activities of the Perth Amboy Housing Authority. Oversees activities of the following departments/programs: housing choice voucher (HCV), RAD PBV, LIHTC, family self- sufficiency (FSS), HCV homeownership, and housing counseling. The Authority administers 1500+ HCV and PBV vouchers, which includes 360 LIHTC units under direct property management.

### HUD and LIHTC Housing Programs

- Develops and maintains up to date HUD related strategic and operating policies such as the 5-Year Plan/Annual plan, HCV Administrative Plan, Tenant Selection Plan (TSP), and AFFH plan.
- Reviews and implements changes in HUD and HMFA requirements on an on-going basis. Updates payment standards, and utility allowances annually. Processes annual OCAF rent adjustments and performs rent reasonableness reviews for RAD PBV projects including Dunlap, Hansen, Birchwood, and Willow Pond.
- Implements LIHTC operating policies as required by NJHMFA and investors.
- Prepares LIHTC annual reports required by NJHMFA, quarterly reports required by investors. Oversees NJHMFA and investor audits and inspections. User administrator for HMFA MITAS system. Reviews and adjusts as needed maximum rents on an annual basis.
- Administers the Section Eight Management Assessment Program (SEMAP) which includes arranging QC inspections, reviewing reports, and selecting files for QC review. Prepares and submits certification in PIC/HIP. Monitors on-going performance/ PIC/HIP submissions in areas of participant selection, recertification processing, NSPIRE inspections and FSS.
- Arranges training, certifications, and continuing education for staff in regard to HUD and LIHTC program requirements.
- Oversees the administration of the Perth Amboy Housing Authority waiting lists and selection of applicants in accordance with Housing Authority policies and HUD/LIHTC regulations. Oversees the update and purging of the waiting lists, maintains documentation for annual audits and SEMAP.

- Advertises, sets up waiting lists in PHA-Web and processes lotteries. Adjusts income limits as necessary.
- Reviews monthly utilization of housing vouchers, and monitors turnover of vacant units to make sure program directors/supervisors are maintaining full lease up of annual budget authority.
- Oversees the annual reexamination process of resident household income calculation and verification to correctly determine tenant based monthly rental payments and compliance with new HOTMA requirements.
- Implements program integrity policies to prevent, detect, and investigate errors and program abuse and enforces corrective measures and penalties.
- Oversees the collection of rent and all attendant issues.
- Oversees the development/enforcement of the RAD Residential Lease through new tenant orientation, tenant notices, discussions at community meetings, notices to cease, and notices to quit. Pursues evictions when documented evidence is provided that a family has substantially violated the lease agreement. Prepares comprehensive documentation in support of lease termination actions, attends court during eviction proceedings and frequently acts as a witness.
- Oversees the development/enforcement process of the housing choice and project based voucher family obligations through new participant briefings and notices of termination.
- Directs the establishment and maintenance of appropriate records and files for record retention and audit requirements.
- Maintains PHA-web software by updating set-up to waiting list, 50058; applicant, tenant and LL portals; document imaging, letter writing, family manager, work orders, and user security levels.
- REAC/PIC/HIP/EIV administration including registration of new users, security permissions, recertification of users twice annually, and training staff on accessing and utilizing system and reports.
- Procures, sets up, and maintains user access as necessary for third party vendors used in the administration/compliance of the housing programs such as Go Section8, NTN, Online Rental Exchange, Equifax Work Number, Credco, Bank VOD, USCIS SAVE, SAM.gov, Grants.gov, Log-in.gov, NJ.gov for DCA registrations, Social Serve, and Nan McKay subscriptions.
- Renews UEI status through SAM.gov for Perth Amboy.
- Prepares reports, memorandums, correspondence, policies, resolutions and other written materials as required, or oversees preparation of same by staff.

### **Administrative and HR Functions**

- Administers personnel functions related to hiring, training, evaluation, and discipline of employees. Maintains personnel policies and position descriptions up to date, and reorganizes staff and program functions as needed.
- Procures, sets up, and maintains user access as necessary for third party vendors used in the administration/compliance of HR functions such as Indeed, Job Recruiter, HireRight, USCIS-I9, Hackensack Meridian Team Health, Paychex Mineral HR, and Paychex payroll processing
- Oversees DOL/OSHA related training through use of NJ MEL, HTVN and other sources.
- Develops safety plans, hazard communication plans, emergency plans
- Oversees annual submission of RTK survey through NJ.gov portal, arranges training and vaccines for BBP requirements.
- Administers workers' compensation claims and implements appropriate safety procedures for PAHA and PARTNER.
- Responsible for the purchase of certain needed goods, materials, supplies, and services in accordance with approved procurement policy and applicable rules, regulations and laws as assigned by the Executive Director. Account Manager for Staples Advantage, Amazon, WB Mason.

### **Requirements:**

Bachelor's degree in management, business, public administration or related field from an accredited college or university.

A minimum of five years' experience in administration of affordable housing programs.

Knowledge of HUD, IRS, DOL, and NJ law and other applicable regulations and laws regarding affordable housing programs and employment, and ability to interpret and apply them to a specific situation.

Ability to read, write, speak, and understand English sufficiently to perform the duties of this position.

Ability to analyze and evaluate pertinent data and prepare clear, accurate, and informative reports and grant applications with sound conclusions and recommendations.

Ability to plan, organize, and administer the functions of a department dealing with the operation of HUD HCV/PBV and LIHTC programs.

Ability to identify problems and provide suitable alternatives to solve them.

Ability to delegate suitable work assignments and instructions to subordinates and supervise their work.

Ability to establish and maintain cooperative and effective working relationships with individuals, coworkers, groups and organizations.

Ability to give talks before groups of varied composition.

Must pass a pre-employment physical examination to include a drug screening.

Valid driver's license and registered and insured vehicle.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

Fluency in English and Spanish, both written and spoken, preferred but not required.