



CLASSIFICATION NO. 846

Established: 5/20

Revised: 4/23

FLSA: Exempt

EEO: 2

HOUSING OPERATIONS MANAGER

CLASS CHARACTERISTICS

Under the general direction, responsible to plan, organize, and direct the overall operations and staff of the Rent Assistance and Resident Services teams; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Health, Housing and Human Services (H3S) provides a wide range of services to individuals, families, and communities through its divisions: Children, Families & Community Connections, Public Health, Behavioral Health, Health Centers, Social Services, and Housing and Community Development. This includes the Housing Authority of Clackamas County (HACC), which is an independent public corporation that provides rent assistance, resident services, and contracted services to low- and moderate-income persons, particularly those who are disabled and experiencing homelessness, through the ownership, management, lease, maintenance, and development of affordable housing.

The Housing Operations Manager has full management responsibility for supervisory and professional staff and multiple program operations. Program operations include rental assistance provided through various federal and state programs, resident services, and other services to ensure housing stability is retained. The incumbent ensures compliance with federal regulations and other applicable state and federal statutes. The Housing Operations Manager reports to the Housing and Community Development Division Director.

The Housing Operations Manager differs from the Housing Asset Manager, which has responsibility for managing the real estate portfolio. It differs from the Human Services Manager, which manages the activities and personnel of a human service program or project. It also differs from the Housing and Community Development Manager, Senior which has division wide responsibility for directing and managing functional areas of the Housing Services and Community Preservation programs behalf of the Division Director.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Oversees work activities to assure compliance with grant requirements for annual/interim recertification, initial and biennial or annual inspections, and issuance of housing assistance payments; monitors timely wait list openings and pulls to optimize utilization of grant proceeds.
2. Hires and supervises division staff; fosters equity, diversity and inclusion in the workplace and in program operations; prepares performance evaluations; recommends and

administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other departments; prioritizes work force development with a focus on process improvements and development of practices.

3. Develops, recommends and implements program policies, procedures and guidelines; interprets and clarifies relevant policies and procedures; develops Inter-Governmental Agreements, service contracts, and/or Memorandums of Understanding.
4. Administers department activities in accordance with Housing Authority policy, HUD regulations and state and federal statutes; reviews and analyzes changes in statutes and regulations; ensures maximum utilization of available housing assistance consistent with allocated funding.
5. Prepares, monitors, and recommends the annual housing services budget; researches, prepares and maintains reports, records and correspondence; oversees compliance and quality control with HUD's mandatory on-line reporting system.
6. Reviews and analyzes changes in Federal regulations, HUD handbooks, and landlord/tenant statutes; develops modifications as appropriate.
7. Acts as contract administrator for select low-income housing development complexes; reviews housing assistance payment contract to ensure accuracy; approves annual rent increases; conducts annual audit of project.
8. Provides oversight for all rent assistance programs, ensuring compliance with federal state and local requirements; oversees occupancy functions.
9. Oversees development and implementation of Resident Services programs and activities to foster successful tenancy and transition to self-sufficiency; serves as liaison between HACC and social service agencies in coordinating community services to tenants; may serve on committees relating to programs or services for tenants.
10. Coordinates work assignments with designated managers and supervisors to ensure responsibilities are defined and understood, policies and procedures are followed and staff receive training to maintain compliance with all complex program requirements and funding sources.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Organization and management practices as applied to the analysis and evaluation programs and policies; principles of supervision, training and performance evaluation; pertinent Federal, State, and local laws, codes and HUD regulations; principles and practices of public housing management; budget preparation and administration; federally assisted housing program policies; self-enhancement programs for economic advancement; community employment and training programs; low income, elderly and minority populations; landlord tenant law and rules and regulations that govern federal state and local rent assistance programs; with difficult people who have experienced severe trauma associated with poverty and homelessness as well as seniors and people with disabilities

Skill to: Plan, organize and direct division operations; apply polices, regulations and statutes to specific situations; communicate effectively both verbally and in writing; direct and supervise the work of subordinate staff; analyze and interpret/apply regulations and statutes; develop and implement recommendations/solutions to program planning; establish and maintain cooperative working relationships with staff, departments, outside agencies and organizations, and the public; draft and negotiate Inter-Governmental Agreements, service agreements, and/or memorandums of understanding.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of seven (7) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

Must successfully pass a pre-employment drug test.