

EXECUTIVE DIRECTOR

DATE: January 2023

DEPARTMENT: Administration

REPORTS TO: Board of Commissioners

SUPERVISES: Staff

PURPOSE: To provide the leadership and management for the planning, organizing, staffing, direction, and control functions of the agency. Interprets and implements policies approved by the board and is responsible for the administration of board policies.

Supervision is reflective of the ability to lead and motivate supervisors in both maintaining and modifying departmental goals.

DISTINGUISHING FEATURES:

The Executive Director is the Chief Administrative Officer of the Berlin Housing Authority and will be appointed by a majority vote of the Board of Commissioners. The Executive Director is also the duly appointed Secretary of the Berlin Housing authority as provided by the Bylaws. The Executive Director shall have an understanding of, and an abiding empathy with, the principle that public housing for lower-income families and the elderly is morally right, economically sound, and socially imperative. The Executive Director shall be acquainted with the problems of and remedies for eliminating or improving existing substandard housing and the practical relationships between public administrative departments. The Executive Director shall have a tactful talent for negotiation and leading BHA personnel while holding the confidence of the Board of Commissioners and the respect of the local government and public.

The Executive Director is also the Management Agent for Lancaster and Northumberland Housing Authorities and the Management Agent for the 42-unit St Regis House.

I. **ESSENTIAL TASKS OF THE POSITION:**

- A. Interprets, implements, and administers the policies of the Board of Commissioners and all federal and state housing regulations.
 - 1. Prepares and presents all material to be reviewed by and to be acted upon by the Board.
 - 2. Acts as secretary to the Board, maintaining appropriate minutes, files and records.
 - 3. Determines appropriate course(s) of action related to adopted policies and procedures.
 - 4. Approves all correspondence, notices, and directives dealing with policies issued by the Board for clarity and soundness.
 - 5. Represents the agency and maintains liaison with regulatory agencies, local officials, and community-based organizations; interpreting and explaining the agency's programs, policies, services, needs, and other matters of mutual interest.
 - 6. Attends, on a consistent basis, meetings, workshops, conferences, seminars, and other sessions, in order to gain firsthand knowledge of new or improved housing programs in the public and private sectors.
 - 7. Prepares reports for internal and external use.
 - 8. Acts as the agency's Public Information Officer clearing all external statements, reviews, and policies before being released to the media.
 - 9. Acts as the agency's Personnel Officer assuring that all personnel policies, procedures, position descriptions, and general personnel practices conform with all applicable statutes.
 - 10. Acts as the agency's Affirmative Action and Contract Compliance Officer.
- B. Provides for the administration, leadership, and management of the agency.
 - 1. Prepares and presents to the Board for approval and subsequently administers and controls the conditions outlined in the Annual Contribution Contracts, annual budgets, and other supplemental budgets.
 - 2. Selects, appoints, disciplines, promotes, transfers, and terminates all agency employees according to board policy.
 - 3. Responsible for the final review and approval of all work programs.
 - 4. Receives bids and contracts for Board approval, executes contracts and monitors work in progress for compliance with contractual provisions.
 - 5. Supervises management and control of the agency's payables, receivables, cash, or other assets (including investments) associated with operating contracts, insurance administration, and all internal and external financial operations.
 - 6. Authorizes expenditures/purchase orders in compliance with Board Policies.
 - 7. Anticipates Board's, staff's, and residents' needs and responds by making executive-level decisions where appropriate to improve operations/ services.
 - 8. Initiates, supervises, and/or writes proposals and grants.

9. Creates and may serve as a member where appropriate on essential committees.
- C. Directs and coordinates activities of supervisory personnel engaged in carrying out agency objectives:
1. Designs, implements, and administers all agency functions and sub-functions so as to meet (or exceed) agency PHAS (Public Housing Assessment System) goals and Section Eight Management Appraisal Plan (SEMAP).
 2. Reviews, maintains and implements all appropriate agency personnel policies and procedures.
 3. Establishes goals and objectives for departments.
 4. Supervises, monitors, and evaluates performance of personnel directly assigned to Executive Director.
 5. Compiles administrative budget for Board review and approval and implements entire agency budget.
 6. Reviews/approves and implements regulations and notices from governmental and regulatory agencies and responds to such in a (written) timely manner.
 7. Reviews/approves workload, schedules, and personnel assignments, status of ongoing work, projects, and available personnel for work assignments in order to plan agency activities.
 8. Assigns/approves specific duties to personnel and special projects, considering individual knowledge and experience.
 9. Reviews/approves reports and other records prepared by personnel for clarity, completeness, accuracy, and conformance with agency policies.
 10. Coordinates work activities of administration with other departments, sections, or agencies to prevent delays in actions required or to improve services to residents.
 11. Plans and conducts or arranges for orientation and training of personnel.
 12. Approves leave requests, commendations, and disciplinary actions.
 13. Maintains a high degree of personal flexibility and capability to address multiple tasks and assignments of agency.
 14. Assures confidentiality of personnel and resident information, processes and data which would be damaging if not properly safeguarded.
- D. Administers and is directly responsible for the operation of the conventional public housing program for approximately 55 units of elderly housing, 42 managed project-based units, and over 300 Housing Vouchers.
1. Enforces annual recertification and associated occupancy and leasing requirements.
 2. Assigns personnel for annual inspections and completes appropriate work orders and notices to maintenance department and residents.
 3. May show available units to prospective residents and completes the leasing process.
 4. Investigates and develops data in conjunction with lease violations; prepares eviction notices; participates in eviction proceedings; and maintains eviction procedure files in compliance with agency's eviction policies and procedures.

5. Completes data for timely maintenance of vacancy waitlist.
6. Processes documentation of resident grievance procedures.
7. Accesses and reviews police log and initiates appropriate response(s) to enforce resident lease(s).
8. Facilitates resident social, cultural, educational, and safety programs including fire drills.

II. SECONDARY POSITION TASKS:

A. Performs duties as assigned by the Board of Commissioners

B. The position requires:

1. Considerable knowledge of the principles, theory, and methods of executive-level management and leadership.
2. Ability to establish and maintain effective working relationships with staff members, community leaders, and regulatory agency administrators.
3. Ability to prepare and issue clear and concise instructions, either verbally or in written form.
4. Ability to research and gather essential data relating to housing management/maintenance issues.
5. Working knowledge of governmental regulations.
6. Basic ability to understand blueprints, engineering drawings, and technical documents (preferred).
7. Ability to direct a relatively small organization.

III. POSITION REQUIREMENTS AND QUALIFICATIONS:

Four-year college degree with a major in business management, public administration, financial, personnel management, or affiliated field, required and a minimum of 5 years of administrative experience at the managerial or executive level in public or private housing is preferred; or an equivalent combination of education and experience.

UNIQUE EXPERTISE/CERTIFICATION/REGISTRATIONS:

1. New Hampshire driver's license
2. Ability to maintain and enforce confidentiality in all assignments
3. Ability to work harmoniously with other agency personnel
4. Ability to relate to and interact with elderly and family residents and Moderate-income housing settings
6. Ability to be flexible and perform work under time pressure
7. Ability to train and give directions to other staff
8. Ability to pass a criminal records check

WORKING CONDITIONS:

1. Environmental Parameters
 - a. Ability to work in an office environment. This job could require walking or standing outside in inclement weather.
2. Physical Demands:
 - a. Strength: ability to lift up to 20 lbs.
 - b. Type: Sedentary work ability to perform managerial duties. Ability to lift carry, push, pull, or otherwise move an object. Work involves walking, standing, and driving for brief periods of time.
3. Motor Coordination:
 - a. Ability to accurately reach, feel, bend or handle files and equipment used in daily routine.
4. Finger Dexterity:
 - a. Ability to pick, pinch or otherwise work with fingers to operate above equipment.
5. Manual Dexterity:
 - a. Ability to seize, hold, grasps, turn or otherwise work with hands to operate above equipment

WORK SCHEDULE:

1. Must be able to commit to this full-time and could include occasional night meetings.
2. Must have the ability to be on call 24 hours a day, seven days a week including holidays.

EQUIPMENT USED:

1. Competency in operating computer (s), printers, general office equipment, intercom and other BHA office equipment.

ANALYTICAL:

1. Ability to apply principles of logical thinking to define problems, collect data, establish facts, and draw conclusions; to interpret a variety of technical instructions.
2. Ability to deal with several concrete/abstract variables or unknowns simultaneously.
3. Ability to solve practical problems and to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.