



HUD Certified Housing Counseling Agency

HOUSING CHOICE VOUCHER (HCV) PROGRAM MANAGER

The Ocala Housing Authority (OHA) is seeking a qualified person to join its management team as the **Housing Choice Voucher Program Manager (aka Section 8)**. This exempt position reports directly to the Deputy Director, supervises a growing staff of eight professional employees, and manages a \$9 million HCV program of approx. 1,500 vouchers, with the expectations of growing the program in the near future. The desired candidate will have the skills and knowledge to perform all HCV program tasks (i.e., intake, lease-up, annual recertification, interim income adjustments, HQS inspections, etc.). The ideal candidate will be a “can-do”, *high-energy* leader who delegates appropriately, but is also willing to enthusiastically roll up their sleeves and be a working manager as are all OHA executives. While technical skills are vital and required, it will be necessary for the individual to have exemplary interpersonal skills, with the ability to encourage others and listen to feedback, work closely with executive leadership team and staff from all departments and adapt quickly to changing priorities in this fast-paced organization. The selected candidate must have the flexibility to attend Board and other meetings outside of normal work hours and will be required to travel outside of the county and state for training and meetings.

MINIMUM QUALIFICATIONS: Bachelor’s Degree in Public Administration, Business Administration, Planning, Social Work or related field from an accredited college or university; a minimum of six (6) years of experience working in subsidized housing or property management; a minimum of five (5) years of progressive supervisory experience; must possess good written and oral communication skills; have proficient computer skills; and a working knowledge of HUD and other Federal, State and local regulations related to subsidized housing management. **Verifiable significant experience of working with a diverse population of individuals is a prerequisite for the position.** Experience in subsidized or related housing management may be substituted for a bachelor’s degree, contingent upon total years of experience and qualifications. The successful candidate should possess *high integrity, confidentiality, and exemplary work ethics*. A valid Florida Driver’s License is required. **At least five (5) years of management experience at a public housing authority working directly in the Housing Choice Voucher program is HIGHLY PREFERRED.**

If you meet these qualifications, please mail: **cover letter, resume’, application, and three (3) verifiable work references,** to the attention of: Ms. Glenda Roberts, Human Resources Director, Ocala Housing Authority Administrative Office, 1629 NW 4th St, Ocala, FL 34475. You may also fax or email to Ms. Roberts at 352-369-2642 or GRoberts@OcalaHousing.org. Applications and job description are available on the OHA’s website at www.OcalaHousing.org. Salary will be commensurate with education, training, management experience, and subsidized housing experience. A satisfactory criminal background check is required. **The OHA offers excellent benefits.** Position is open until filled. The OHA team works four 10-hour days, M-TH.



“This opportunity is covered under Section 3 of the HUD Act of 1968”

Drug-Free Workplace



Posted in-house 7/19/2023



JOB DESCRIPTION

Housing Choice Voucher Program Manager

FLSA Status:

Exempt

Employment Status:

Full-time

Nature of Work

Under the direct supervision of the Housing Programs Director, this position is a management position, providing leadership and required support in the daily operations of the Housing Choice Voucher, Veterans Administrative Supportive Housing (VASH Vouchers) and Enhanced Voucher programs. This position assists the Housing Programs Director in managing the administrative and operational activities of the voucher rental assistance programs and staff while achieving excellent customer service.

Classification Standards

This position will work independently under the direct supervision of the Housing Programs Director.

Essential Job Functions

- Promote and provide excellent customer service
- Assist in the development and revisions in policies and procedures for the voucher rental assistance programs in accordance with federal regulations and Housing Authority policies
- Assist in preparing in-house and HUD reports, and other documents for the voucher rental assistance program
- Conducts Quality Control audits for the program to ensure staff compliance of the Ocala Housing Authority's Administrative Plan and HUD Regulation
- Record Keeping
- Resolves problems and issues with clients and landlords as it pertains to the rental assistance programs
- Maintain effective relationships with staff, landlords, participants, community agency personnel and the general public as it pertains to the HCV programs
- Ability to act as a stand-in and perform all tasks as it relates to all programs i.e., intake, annual recertifications, interim income adjustments, move-ins, inspections, etc.
- Assist in determining staff training needs and conduct in-house training of staff
- Possess proficient computer, oral and written communication skills

Other Duties & Responsibilities

- May be required to attend Board and other meetings outside of normal work
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JOB DESCRIPTION
Housing Choice Voucher Program Manager, Continued

hours.

- May be required to travel outside of the county and state for training and meetings.

Supervisory Responsibilities

- May act as a liaison between Housing Choice Voucher Counselors, Coordinators, and Inspectors.

Knowledge, Skills/Abilities, Character Traits, and Commitments

Knowledge

- Knowledge and application of Federal Regulations as it pertains to the programs
- Knowledge and application of the Florida Landlord and Tenant Act
- General knowledge of City and County Housing Codes
- Working knowledge of the principles of real estate management; working knowledge of finance and accounts as related to real estate management; ability to plan and supervise the work of others
- Broad awareness of current trends in management consulting, organizational development and administration of public and private for-profit organizations. Ability to apply this knowledge to the management of affordable housing programs and projects.

Skills/Abilities

- Keep accurate and detailed records
- Meet project deadlines and work effectively in pressure situations
- Supervise the work of others
- Interpret, explain, and apply applicable laws, rules, and regulations
- Proficiency in the following programs: Microsoft Outlook, Word, Excel, and PowerPoint
- Function in a matrix-style organization with a strong teamwork culture and willingness to act positively to sustain that culture.
- Establish and maintain cooperative relationships with elected and appointed officials; agency employees; residents of public housing and resident organizations; federal and state agencies; and other public, private, and community-based organizations with patience, diplomacy, tact, and courtesy
- Sensitivity to, and experience with, working with ethnically and culturally diverse individuals, communities, agencies, and organizations which comprise the constituency of OHA
- Ability to handle shifting and multiple priorities in a fast-paced growth environment
- Ability to establish effective working relationship with private landlords, real estate and property management companies, subordinates and general public
- Ability to maintain security and confidentiality
- Strong organization, analytical, and problem-solving skills
- Be a bold, progressive, and customer-focused leader with excellent communication (oral & written) and interpersonal skills

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Housing Choice Voucher Program Manager, Continued

- Ability to motivate and inspire staff; foster a high performing and team-oriented work environment, and provide guidance and employee development while ensuring a culture of accountability, integrity and respect
- A propensity to understand and implement complex policies and governmental regulations is required.
- The HCV Manager will have a proven track record and demonstrate the desire to encourage employee engagement, collaboration, and open dialogue.
- Be a consensus builder and collaborator who takes the initiative to resolve issues expeditiously and creates a team-oriented working environment. Be a “can-do”, high energy leader who delegates appropriately, but is also willing to enthusiastically roll up their sleeves and be a working director as are all OHA executives.
- While technical skills are vital and required, it is necessary for the individual to have exemplary interpersonal skills, with the ability to encourage others, listen to feedback, and work closely with executive leadership and staff from all departments
- Ability to adapt quickly to changing priorities in a fast-paced organization.
- Serve as a mentor and coach to the HCV Team.

Character Traits

- Honesty
- Integrity
- Resourcefulness
- Initiative
- Good judgment
- Excellent Customer Service

Commitments

- Commitment to OHA’s goals and philosophies
- A nationwide background check will be required
- Availability to attend after-hours/weekend meetings

Minimum Acceptable Education/Experience, and Licensure

Salary will be commensurate with education, training, management and subsidized housing experience. While experience in housing is beneficial and necessary, it is critical that the HCV Manager be a relationship builder with effective leadership and management acumen and a positive presence with a commitment to excellence.

Education/Experience

- Bachelor’s degree in Public Administration, Business Administration, Planning, Social Work or related field from an accredited college or university.
- A minimum of six (6) years of experience working in subsidized housing or property management.
- Experience in subsidized or related housing management may substitute for having a Bachelor’s degree, and is highly preferred.
- At least five (5) years of management experience at a public housing authority working directly in the Housing Choice Voucher program is highly preferred.
- Must have a minimum of five (5) years of progressive supervisory experience.

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- Also, must be motivated, organized and possess good written and oral communications.
- Knowledge of HUD and other Federal, State and local regulations related to the housing choice voucher operation of a public housing authority and nonprofit organization.

Licensure

- Possession of a valid Florida driver's license and automobile insurability by OHA's insurance carrier
- Must be certified as a Manager of the Housing Choice Voucher (Section 8) Program or obtain certification within two (2) years of employment.
- Must be certified as an HQS Inspector or obtain certification within two (2) years of employment.

Staff is responsible for reporting any perceived and/or real conflict of interest to their immediate supervisor in writing by completing the OHA Conflict of Interest Disclosure Form. Upon completion and submittal, the immediate supervisor will then report to Executive Management Staff. The Chief Executive Officer will determine if the employee will be allowed to continue processing the client's file, or if it will be assigned to another employee.

Employee Signature: _____ / Date _____

Human Resources Department: _____ / Date _____

Direct Supervisor: _____ / Date _____

Approved by:

_____ / Date _____

Chief Executive Officer Signature

This job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job.



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