

# Brookline Housing Authority

## Position Description

|                        |                              |                       |                    |
|------------------------|------------------------------|-----------------------|--------------------|
| <b>Position Title:</b> | Assistant Executive Director | <b>Department:</b>    | Executive          |
| <b>Reports to:</b>     | Executive Director           | <b>Approved By:</b>   | Executive Director |
| <b>FLSA Status:</b>    | Exempt                       | <b>Approved Date:</b> | 4.10.24            |

### Summary

The primary purpose of this position is exercise overall responsibility for maintaining the high quality of housing and support services provided to BHA residents. The incumbent oversees BHA's day-to-day internal operations including Admissions, Leased Housing, Maintenance, Operations, Property Management, and Resident Services. The Assistant Executive Director works closely with government entities and social service partners in the community to help further the BHA's affordable housing platform. The incumbent supervises the following positions: Director of Leased Housing and Admissions, Director of Maintenance and Modernization, Director of Property Management, and Director of Resident Services.

All activities must support the Brookline Housing Authority ("BHA" or "Authority") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed.*

- Directs the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline.
- Oversees HR responsibilities and coordinates with finance department and HR coordinator for the Authority including on-boarding and off-boarding processes, disciplinary matters, and policies/procedures.
- Directs development and maintenance of internal reporting systems in relation to operations, property management, maintenance, leased housing, resident services, to ensure the Authority is functioning effectively across departments and functions and is completing reporting requirements/compliance requirements on-time and accurately.
- Provides ongoing analysis of existing systems and reviews and evaluates departmental methods and procedures; identifies, with department leaders, change management areas where the Authority can increase its effectiveness; makes recommendations for improvement in a manner that reduces costs while maintaining high levels of service; works with direct reports to develop and facilitate plans that cultivate positive and effective change.
- Directs implementation of and adherence with the standard lease and the Resident Handbook by coordinating with various departments. Helps to ensure compliance with recertification and leasing functions including EIV, PIC, and other state/federal systems.
- Coordinates updates and implementation of BHA policies across departments.
- Responsible for management of BHA's IT Systems and IT Vendor relationships.
- Oversees business contracts and procurement to ensure that the Authority's best interests are served, including adherence to MGL 30B and other federal state/federal procurement regulations.
- Coordinates insurance liability claims as needed with Asset Management and Finance Departments.
- Develops guidelines on rent repayment agreements and policies in conjunction with the Director of Leased Housing and Director of Property Management.

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- Coordinates with Director of Maintenance and Modernization to review Maintenance Work Order reports and to identify issues with planning and scheduling of work. Ensures work order system is running effectively to close work orders on time and report for annual Performance Management Review with EOHLC.
- Conducts quality control by auditing random samples of applicant files to ensure files are being processed in conformance with program regulations and Authority procedures.
- Performs the duties of the Executive Director in the absence of the Executive Director.
- Meets with resident councils, neighborhood groups, civic associations, city, state, and federal agencies, and other relevant entities to explain and advocate for Housing Authority programs, policies, and operations, in collaboration with and at the direction of the Executive Director
- Stays abreast of public housing matters through careful study of HUD, EOHLC regulations, laws, ordinances, and publications related to public housing and Low-Income Housing Tax Credit (LIHTC) properties.
- Assists in developing collective bargaining and human resources policies and procedures including the Authority's Personnel Policies.
- Coordinates with Town departments such as Health, Fire, Police, Building.
- Coordinates resident services with external social service agencies in the absence of the Director of Resident Services, including Hebrew SeniorLife and Brookline Community Mental Health Center.
- Attends Board of Commissioners' and senior staff meetings.
- Performs other duties as assigned.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates. Manages performance by providing regular feedback and reinforcement.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

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Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

### Education and/or Experience

Bachelor's Degree in business administration, public administration, or related field preferred and a minimum of five (5) years of experience in public/affordable housing operations or property management, including a minimum of three (3) years in a senior management role involving maintenance, property management, human resources, or operations. An equivalent combination of education and experience may be considered. Must possess a valid Massachusetts driver's license and be insurable under the Authority's plan. Must obtain NAHRO's Public Housing Manager and/or Mass NAHRO's Massachusetts Public Housing Administrator certification within one year of hire.

### Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook) and IT skills. Experience with HR practices and policies is necessary. Experience with HUD Secure Systems, EOHLC Online Housing Applications, and PHA Web accounting/compliance software a plus. Must have the ability to learn other computer software programs as required by assigned tasks.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is usually moderate.

### Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**