

**GENERAL SERVICES DIRECTOR
(Draft)**

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To strategically plan and lead programs, policies and project initiatives, form strategic partnerships and bring resources to implement new programs; to organize, direct and lead the activities and operations of the Housing and Facilities Departments including housing choice voucher, real estate services, facilities/maintenance and client services (ROSS and FSS); to provide supervision to lead staff; to coordinate assigned activities with other YCH departments and outside agencies; and to provide highly responsible support to the Chief Executive Officer.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Chief Executive Officer and serves at the will of the Chief Executive Officer.

Exercises direct supervision over Housing Program Supervisors, Facilities Director and Client Services Coordinators.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Assume management and executive leadership responsibility for all services and activities of the Housing and Facilities departments.
2. Manage and participate in the development and implementation of the Agency's goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures.
3. Plan, direct, implement and review the work plan for housing and facilities staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.

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4. Actively participate in the development and oversight of long and short range, strategic and budget planning processes. Develop and maintain departmental policies and procedures ensuring compliance with Federal, State and local directives and statutes.
5. Model and coach others to conduct business through cross department participation/teams and review, to foster communication and accountability.
6. Prepare, administer and monitor the department budget within approved appropriation levels.
7. Identify, implement and evaluate best practices to maximize program service delivery.
8. Serve as a liaison for the Housing and Facilities Departments with other departments and outside agencies, including HUD and the State; negotiate and resolve sensitive and controversial issues.
9. Build collaborative relationships with industry peers and housing-related organizations in the affordable housing industry and local community. Grow partnerships to expand service delivery and foster self-sufficiency to participants and their families.
10. Serve as staff on a variety of boards, commissions and committees as assigned; prepare and present staff reports and other necessary correspondence.
11. Research, develop and lead the grant writing team on grant applications and funding proposals.
12. Respond to, explain, define, and resolve issues pertaining to YCH programs, policies and activities. Negotiate and resolve sensitive and controversial issues with approval.
13. Provide periodic reports on department activities to Board of Commissioners; attend Board meetings as required.
14. Provide staff assistance to the Chief Executive Officer.
15. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field.
16. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing CEO, Yolo County OES and/or the State of California DHS.
17. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.

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18. Abide by the YCH Risk Control Policy Statement assuring the highest level of safety and well being of residents, tenants, employees, volunteers and visitors, abiding by all applicable laws and regulations which govern the health and safety of all, and employing risk control methods where feasible to prevent and control losses. Report any observed or reported health, safety, and risk concerns to your supervisor, a member of the management team, or member of the YCH risk control committee.
19. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, activities, and administration of a comprehensive public housing management program.
- Management skills to analyze programs, policies and operational needs.
- Principles and practices of program development and administration.
- Principles and practices of government financing and budgeting.
- Purposes, functions and organization of housing authorities and other local governmental agencies and the functioning of their governing boards.
- Principles and practices of affordable housing programs including public housing, voucher programs, and California property management.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State, and local codes, laws, and regulations.

Ability to:

- Oversee and direct the operations, services, activities, and staff of the Housing and Facilities Department.
- Plan, organize, direct and control department administration and operations.
- Manage, direct and coordinate the work of assigned staff.
- Assist in the selection, supervision, training and evaluation of assigned staff.
- Develop and administer business division goals, objectives, and procedures.

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- Prepare and administer assigned budget.
- Prepare clear and concise reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Maintain confidentiality.
- Research, analyze and evaluate new service delivery methods and techniques.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Interpret and apply Agency policies, procedures, rules and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in executive or housing management, including two years of administrative and supervisory responsibility and at least one year of public housing authority or related experience.

Training:

Bachelor's degree from an accredited college or university with major course work in housing/community development, business administration or a related field. Master's degree preferred.

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Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 25 pounds and climb stairs. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodations can be made to the Chief Executive Officer or the 504 Coordinator.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Provide required proof of legal right to work in the United States.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

Yolo County Housing is an equal opportunity employer.

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