

Chief Operating Officer Job Overview

The Housing Authority of the Town of Enfield is among the original public housing authorities in the State of Connecticut with a vast portfolio of housing programs including Elderly/Disabled, Congregate, Moderate Rental and Housing Choice Voucher programs.

We are seeking a qualified individual to join our operations team. The ideal candidate will have the necessary work experience and knowledge needed for the management of the housing programs and physical maintenance of our quality affordable rental apartments. We are seeking a reliable, dedicated team player with excellent time management, organizational and supervisory skills and the ability to work independently.

Annual Salary: \$100,000-\$122,500

Responsibilities

1. Directly supervises the Housing Program Coordinators, Facilities Supervisor and Resident Services Coordinator.
2. Serves as the Hearing Officer per the Grievance Procedure.
3. Keeps SOPs, Leases, ACOPS, Administrative Plans, Grievance Procedures, Pet Policies and other applicable policies and procedures current with the assistance of subordinate staff.
4. Tracks vacancies and vacant unit turnaround times and works closely with the Facilities Supervisor to ensure vacancies are filled in a timely manner as soon as Maintenance prepares them for occupancy. Develops and implements strategies for reducing the re-occupancy of made ready units.
5. Develops and implements housing marketing programs.
6. Tracks each assigned program, develops periodic activity reports, and submits the reports to the Chief Executive Officer.
7. Attends regularly scheduled resident organization meetings and takes actions to correct any management or resident services problems discussed during the meetings.
8. Prepares applications for new affordable housing development and other grants as instructed by the Chief Executive Officer.
9. Performs quality control checks and verifications of assigned programs on a scheduled and random basis: checks applications, verifies rent calculations, checks re-certifications, conducts inspections.
10. Acts as ADA administrator. Reviews and responds to requests for reasonable accommodations.
11. Prepares and administers funding applications for Modernization and New Development Programs. Plans, schedules and coordinates the modernization and rehabilitation programs; prepares work assessment and cost budgets; prepares bids, contract documents and specifications; inspects construction work, advises Chief Executive Officer of any change orders and accepts or rejects completed work; prepares technical reports and maintains necessary records.
12. Prepares an annual needs statement and a five-year needs assessment plan; assists in developing and enforcing policies and procedures in assigned program areas.
13. Directs the maintenance and repair of buildings, building equipment and fixtures, grounds and facilities, and automotive and specialized equipment.
14. Supervises an inventory of maintenance supplies and materials and approves purchase requests for routine supplies and materials. Assures that procurement and contracting procedures comply with the Authority's Procurement Policy and State regulations in maintenance and modernization programs.

15. Estimates cost of equipment, materials and labor; prepares specifications for equipment and materials; analyzes bids and recommends purchases.
16. Manages the computerized work order system and ensures that service is timely and responsive.
17. Makes periodic inspections of all buildings and grounds to ensure that properties are well maintained.
18. Reviews maintenance charges as necessary before distribution to residents and the Financial Manager.
19. Attends workshops, seminars, and training sessions as instructed by the Chief Executive Officer.
20. Provides and arranges for maintenance staff training as necessary.
21. Maintains files pertaining to performance indicators and reporting systems.
22. Serves as the Authority's Safety Officer and Section 504 Compliance Officer.
23. Develops and keeps safety policies current.
24. Composes and updates programs of emergency preparedness, maintenance and communication for severe weather and other emergencies.
25. Performs other related duties as directed by the Chief Executive Officer.

Requirements

1. Knowledge of the purposes, policies and regulations of the Authority as established by the Board of Commissioners or as set forth by the State of Connecticut or HUD regulations.
2. Knowledge of the local, state and federal laws governing affordable state and federal housing programs including health and fire regulations, landlord/tenant relationships, leasing of property and evictions.
3. Thorough knowledge of the Admission and Continued Occupancy Policies, Tenant Selection and Assignment Policies and Section 8 Administration Plan adopted by the Housing Authority.
4. Knowledge of the organization and programs of other community agencies and groups that can assist the Authority and help provide for the health, welfare and recreational needs of the residents.
5. Ability to establish and maintain effective working relationships with supervisors, associates, residents, representatives from neighborhoods, community leaders, and federal, state, and local officials.
6. Knowledge of report preparation techniques. Ability to maintain complex clerical records and prepare reports
7. Skill to operate personal computer, calculator, and other common office machines.
8. Ability to make mathematical computations with speed and accuracy.
9. Ability to deal courteously and tactfully with the general public and to handle irate tenants in a calm and fair manner.
10. Ability to physically access all housing units and common areas.
11. Computer literate with the ability to operate a computer and ability to learn and manipulate the appropriate Authority software programs.
12. Thorough knowledge of the materials, equipment, tools, methods and practices essential to the maintenance and repair of buildings, building equipment and fixtures, grounds and facilities.

13. Thorough knowledge of construction/contract administration techniques and procedures.
14. Thorough knowledge of hazards and safety precautions associated with the work.
15. Knowledge of effective building and grounds maintenance program procedures with the ability to implement same.
16. Ability to plan and direct the work of skilled, semi-skilled, and unskilled employees.
17. Ability to develop and implement preventive, responsive, routine emergency, grounds care, and other maintenance programs.
18. Graduation from an accredited college or university with a bachelor's degree in Business Administration, Public Administration, Sociology, Building Construction, Construction Management or related field; and

Five years responsible experience in public, state, assisted or private sector housing building and grounds maintenance or building construction, with at least three years' experience in a supervisory capacity; or

A combination of education, training, and experience equivalent to the above.

Company Overview

Organized in 1948, the Housing Authority of the Town of Enfield is among the original housing authorities in the State of Connecticut focusing on meeting the housing needs of the community by developing and managing programs that result in high performing, sustainable and fiscally responsible housing.

The Housing Authority of the Town of Enfield is a proven leader in the housing industry by providing services to over 600 families in Enfield and surrounding towns. We promote safe, decent, sanitary, drug free and smoke free housing opportunities.

The Housing Authority of the Town of Enfield is looking for a dedicated individual who can contribute their skills in a collaborative environment in service to our residents. In return, we offer competitive compensation and a generous benefits package including health, vision, life insurance, 457 Plan, paid sick and vacation, 12 paid holidays a year, pension, and an employee assistance program. The Housing Authority of the Town of Enfield is an equal opportunity employer.

Housing Authority of the Town of Enfield

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