

Job Analysis

Position Title: CHIEF EXECUTIVE OFFICER

Department: Administration

FLSA: Exempt

Reports To: Board of Commissioners

Under supervision of the Board of Commissioners, the Chief Executive Officer administers and manages overall operation of all agency programs, including the physical, financial and social dimensions of all housing provided by the agency. This is a professional position responsible for supervision of all employees, and for policy level coordination of housing programs with Local, Federal and State Agencies. This position is responsible for carrying out policies set by the Board.

1. Core Competencies Required:

- * Superior Communicator who is adaptable and an excellent listener.
- * Team Builder who is ethical and inspirational.
- * Collaborator who has a strong passion for creativity and growth.
- * Problem Solver who is focused upon negotiation and conflict resolution.
- * Strategic Thinker who is goal oriented and forward thinking.
- * Strong Financial Acumen in real estate development/redevelopment.

2. Values and Belief Systems:

The ideal candidate values excellent executive management and leadership skills and ethical decision making. The position requires a grounded and non-biased professional who deeply understands and cares about the well-being of the customers served by the agency. Candidates should have strong compassion and desire to maintain and create affordable housing and related services for a variety of constituents, staff, and partners. The ideal candidate should value the importance of transparency, education and information sharing with all stakeholders.

3. Communication Style:

The ideal candidate should have a warm, caring and inspiring demeanor. The position requires strong people skills and an engaging and authentic manner of communicating with a wide variety of constituents. The candidate must be able to adapt to a variety of professional business and supervisory situations and be able to speak, write, listen and engage artfully in all situations. The position requires an approachable, active listener who understands the sensitivity, seriousness and appropriate response and reaction in a variety of situations.

4. **The Job Description:**

General Description:

Responsible for the planning, administration, management, and maintenance of all programs and properties of the Housing Authority of the City of Walla Walla to assure compliance with established policies of the Housing Authority, By-Laws, Federal, State, and Local laws; and statutory and administrative regulations of HUD and other funding sources.

Supervision:

Under direct supervision of the Board of Commissioners.

General Duties Required of the Position:

- Full oversight of daily operations to include staffing plans and staff development, establishment and enhancement of standard operating procedures and provision of adequate support mechanisms to ensure the success of the portfolio, products and services.
- Administer all operations of the Authority in accordance with the by-laws, policies, and regulations as established by Federal, State, and Local laws and adopted by the Board of Commissioners.
- Establish and maintain effective and positive working relationships with local and federal government agencies and the general public. Represents the Authority in contacts with city, county, state, and federal officials.
- Establish overall program goals, objectives, and strategies for all areas of housing programs operations.
- Responsible for all contracts and agreements entered into by the Authority and assure that they are consistent with applicable regulations and laws.
- Responsible for the development of new housing programs per Board policy, local housing assistance plans, existing municipal and county plans and local housing needs.
- Maintain a cooperative working relationship with state and local planning programs and staff to assure coordination in all housing efforts.
- Responsible for all of the Authority's projects, policy implementation, procedures for internal control, budgets, records, employment matters, contracts, construction and maintenance.
- Responsible for all fiscal affairs of the Housing Authority to assure that program soundness exists and that

adequate financial reserves are maintained for future program protection.

- Responsible for the high quality maintenance of all Housing Authority properties to include proper and sufficient insurance coverage, projected modernization, and the timely completion of work orders.
- Responsible for implementing resident initiatives and creating an atmosphere of cooperation between the residents and the Housing Authority.
- Establish and monitor implementation of appropriate and effective resident and employee grievance procedures.
- Establish and implement effective and complete personnel policies and procedures for the agency.
- Prepare all recommendations to be acted on the Board at regular and special sessions.
- Provide the Board with sufficient materials, correspondence, and information relative to the day to day operations so that the Board may fulfill its responsibilities.
- Secretary to the Board of Commissioners.
- Train and supervise all personnel. Responsible for creating an atmosphere to assure a productive and harmonious team relationship.

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The statements contained here reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

This position has responsibilities to citizens and taxpayers to be courteous, respectful, responsive to citizen requests, and to assure cost effective use of Housing Authority resources. Other responsibilities required is the support of a supportive work environment where employees are treated with respect; a positive work environment is created; open communications are maintained; and work to resolve issues of conflicting personalities and needs. The employee must be capable of working closely and cooperatively with other employees throughout the organization.

The WWHA complies with State and Federal laws and regulations relating to discrimination in employment, including the Americans with Disabilities Act (ADA) of 1990. WWHA does not discriminate on the basis of handicapped status in the admission or access to its federally assisted programs or activities.

Qualifications:

Thorough knowledge of HUD, Federal, State, and Local regulations, guidelines, budgets, and development processes. Ability to administer the Authority in a manner conducive to high morale, efficient and effective work performance, and to maintain a high degree of favorable management, resident and community relations. Supportive of the MEIS process.

Requires possession of valid Washington or Oregon drivers license and evidence of food driving record, and ability to pass police background check to verify the lack of a past criminal record.

Salary Range:

Established by the Board of Commissioners.

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Specific Duties Required of the Position: (Not all inclusive)

- Establish and implement management, maintenance and operating procedures that ensure compliance with applicable Federal, State and Local Laws and Regulations.
- Ensure that adequate and complete procedures and controls are established and implemented to insure effective and complete control and accountability for public funds received and expended by the agency.
- Initiate systems and procedures implementing housing programs and provide information for monitoring and evaluating results from these programs.
- Oversee operations, administration, and budget of all assets in the residential and commercial real estate portfolio. Maintain the portfolio in a highly efficient and productive manner, meeting all predetermined yields and benchmarks established annually.
- Maintain a responsive, cooperative, and effective working relationship with HUD and other entities providing financial and service resources to the agency.
- Ensure that all federal and state reporting requirements are met annually, including but not limited to the Agency Plan, PHAS and SEMAP, PIC, EIV, Capital Fund and other grant programs.
- Establish and maintain policy and control ensuring that all Fair Housing, Section 504, Equal Employment Opportunity and other required civil liberty and anti-discrimination policies are compliant.
- Meet with residents' organizations as required regarding program design, operation, and results.
- Administer and execute all contracts entered by the agency in the manner prescribed by local, state, or federal guidelines.
- Establish and monitor implementation of appropriate and effective resident and employee grievance procedures.
- Establish and implement effective and complete personnel policies and procedures for the agency.
- Coordinate operations of the agency with department staff of the County, State and Federal Governments.
- Supervise the Housing Choice Voucher Program to include further development of procedures to reach new landlords so this program may expand and flourish.
- Responsible for the overall monitoring of the construction of additional units of public housing, market rate, and any other combination of public/private partnerships.

- Expertise in the leveraging of federal and local funds to modernize existing units and develop new opportunities.
- Performs other related essential duties as required for the total operation of the agency.

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Minimum Training and Experience Required to Perform Essential Duties and Responsibilities

Graduation from an accredited four (4) year college or university with a 4-year degree in Business Administration, Public Administration, related area or equivalent preferred. Minimum of five to seven (5-7) years' experience in Housing Management, Housing Agency Administration, public housing development, modernization programs or equivalent.

Preferred Credentials

Professional certification in specific program management. Preference for the NAHRO Certified Management Executive (CME) and IREM Certified Property Manager (CPM) designation or equivalent. Other similar certifications will be considered.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of automated office machines.
 - Ability to utilize departmental software.
 - Ability to exert physical effort in sedentary to light work.
 - Ability to travel and represent the agency.
- * A reasonable accommodation can be made.

Supervisory Responsibilities

- Ability to supervise Agency employees.
- Ability to assign, review, plan and coordinate the work of employees.
- Ability to evaluate employee job performance.
- Ability to provide instruction and training and to respond to employee problems.

- Ability to recommend/approve the discipline or discharge of an employee.
- Ability to recommend/approve the selection, promotion or transfer of an employee.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, interpret graphs, and measure data.

Language Ability and Interpersonal Communication

- Ability to comprehend and correctly use a variety of informational documents including Comprehensive Grant reports, computer reports, insurance reports, accounts payable, purchase requisitions, vehicle maintenance reports, MIS documents, Personnel Authorization forms, and other reports and records.

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- Ability to comprehend a variety of reference books and manuals including HUD notices, manuals, handbooks, computer manuals, etc.
- Ability to prepare performance reports/evaluations, Human Services reports, monthly Board reports, audit reports, requisitions for modernization funds, budgets, financial statements, HUD required documents, memorandum, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to accurately record and deliver information, meet deadlines, and maintain confidentiality of restricted information.
- Ability to use and interpret accounting/financial and computer terminology and language.
- Ability to use independent and intellectually appropriate judgment, and principles of influence and rational systems in the performance of tasks
- Ability to work under stressful conditions, to respond immediately to crisis situations, and to balance priorities within and between offices/departments with emotionally appropriate sensitivity.
- Ability to maintain personal composure and tactfully handle difficult situations and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with board members, clients, customers, coworkers, supervisors, and the public.
- Ability to manage and direct a group of workers; ability to supervise, counsel and mediate; ability to persuade, convince, influence and train others; ability to advise and interpret on the application of policies, procedures and standards to specific situations; ability to explain, demonstrate and clarify to others within well-established policies, procedures and standards.
- Ability to communicate effectively with department supervisors, HUD staff, attorneys, agency staff, and the public verbally and in writing.

Environmental Adaptability

- Reside in the Walla Walla service area.
- Ability to work effectively in the Walla Walla Housing Authority Administrative office.
- Essential functions will regularly be performed without exposure to adverse environmental conditions.

5. **Sample Talent/Competency Based Interview Questions -Chief Executive Officer**

Superior Communicator and Excellent Listener

“Tell me about a time when as a leader you felt that you were struggling to get your message through to a group of people.
What was the message relating to?
What were the impediments, based on your opinion, that were interfering on blocking your success?
How did you eventually overcome it?”

Team Builder

“Give me an example of a situation where you were not satisfied with the team members that you were supervising.
What were the issues with the team? How were you able to identify and fix the problems? What tools and resources did you use to remedy the situation?”

Collaborator

“Tell me about a time at a previous position where it became clear that you and your team did not have the capacity or bandwidth to complete an important project or a task.
What types of strategies or concepts did you use to figure out how to succeed? What are your “go to” methods for dealing with these situations? How did the team react to your decision?”

Problem Solver/Negotiator/Mediator

“Give me an example of a particular challenge whereby you had to step in to resolve a serious clash of personalities, behaviors or opinions that was disruptive or demotivating to the team.
What talents, values or beliefs did you invoke to navigate this situation? Were you able to create a situation where there were no long-lasting impacts to the team? Did you consider the solution a win-win?”

Strategic Thinker

“Let’s talk about a time in your past when a problem occurred whereby the solution was not evident to you. This would have been a challenge you had not faced prior. There were no policies, rules or procedures that would have provided you with a clear answer.

Walk me through the steps and processes you used to identify and propose the correct solution?

Strong Financial Acumen

“Give me an example of a time when you became worried or concerned about the financial health of a business line. What specific issues or challenges were impacting the financial solvency of that line? What role did you play in creating a strategic and operational plan to overcome the problem. How were you able to ensure the future health of the business line?”