



## JOB DESCRIPTION

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|-----------------------------|------------------|---------------------------|--------------------|
| <b>POSITION TITLE:</b>      | Deputy Director  | <b>REPORTS TO:</b>        | Executive Director |
| <b>DEPARTMENT/DIVISION:</b> | Executive Office | <b>FLSA STATUS:</b>       | Exempt             |
| <b>DATE:</b>                | August 24, 2022  | <b>EMPLOYMENT STATUS:</b> | Full-Time          |

**Salary:** \$75,000.00 - \$82,000.00 a year

### Position Summary

Responsible for assisting the Executive Director in overall administrative and management of the Agency's housing programs, personnel functions, and finance. Performs administrative, managerial, and supervisory tasks involving the administration and operation of daily activities of the Agency within parameters defined by the Executive Director. Functions as alternate liaison between the Agency and the Board of Commissioners, HUD, and local jurisdictions.

### Responsibilities

*The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.*

1. Coordinates the daily operations of the Agency and assists the Executive Director in planning, developing, organizing, directing, and implementing the Agency's Housing Programs.
2. Works with the Executive Director and the Board of Commissioners (BOC) to assist in the development of the Agency's strategic and operational plans. Effectively manages the development of organizational structures, and plans and implements internal policies, programs, goals, and priorities; makes recommendations to the Executive Director for changes if needed.
3. Establishes reporting systems to monitor and evaluate various aspects of the Agency's operations on a frequent and continuing basis to establish an overview of conditions, appearance, problems, resolution, accomplishments, and results, while ensuring compliance with Agency policies and procedures and applicable federal, state, and local regulations.
4. Assists in the oversight and provisions for the safekeeping of the Agency's buildings, grounds, facilities, equipment, supplies, monies, files, records, documents, and reporting.
5. Oversees the preparation of the administrative and HUD budgets program funds in cooperation with the Finance Department and other department supervisors and makes appropriate recommendations to the Executive Director.
6. Responsible for timely preparation and submission of the Agency's yearly Capital Improvements 5 Year Plan and annual statement.
7. Reviews and analyzes budget requests and expenditures for appropriateness to current resources and plans to ensure division directors are operating within approved financial limitations or that necessary budget revisions are made and authorized by the Executive Director on a timely basis.



8. Assists the Executive Director in identifying federal and non-federal funding sources to augment declining subsidy, helping to ensure the viability of housing and associated programs offered by the Agency.
9. Supervises management staff, providing ongoing assistance to support a positive and productive working environment.
10. Monitors staffing levels to ensure capacity to achieve organizational objectives, based upon approved budgetary guidelines.
11. Monitors, oversees, and/or recommends the recruitment, selection, employment, training, direction, supervision, utilization, evaluation, discipline, and termination of Agency employees to the Executive Director. Makes recommendations to the Executive Director regarding salary ranges, employee benefits, and revisions. Reviews periodic reports on the accomplishment of assigned goals and objectives.
12. Attends BOC meetings, informs the Board of the status of activities and projects within the Agency, provides information on evaluations of efficiency and effectiveness of Agency operations, and proposes recommendations for improvements. Responds promptly to BOC inquiries regarding Agency plans and operations.
13. May negotiate contracts with outside agencies and companies for major maintenance and management services.
14. Serves as alternate Agency representative in discussing goals, priorities, problems, and concerns with officials, representatives, and members of HUD, local government, news media, social and public service agencies, state and federal government, and tenant groups.
15. May address business and civic groups on matters pertaining to the Agency. Successfully maintains positive Agency image and working relationships with the community and local, state, and federal government officials.
16. Attends professional meetings, seminars, and conferences to keep abreast of new trends, activities, and concepts in Public Housing. Supports, assists, and works with other Agencies and affiliated organizations in joint efforts, which are mutually beneficial.
17. Participates in community activities and functions relevant to Agency objectives; maintains membership and participates in appropriate community service organization(s) activities.
18. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

## **Education and Experience**

Bachelor's degree in Business, Public Administration, or a closely related field from an accredited college or university. Five (5) years of responsible managerial experience in public housing or ten to fifteen years of responsible administrative experience in a closely related field (*e.g.*, a regulatory Agency).

Fair Housing and Certification from a bona fide Public Housing Manager (PHM) Certification program or equivalent executive management certification is required within one (1) year of hire or another allowable period of hire as authorized by the Executive Director.



## **Knowledge and Skills**

1. Thorough knowledge of the relationship of Public Housing Authorities to other federal, state, and local jurisdictions and their abilities to provide funds or other support to the Agency.
2. Thorough knowledge and experience in a housing assistance program or social services field.
3. Thorough knowledge of Agency operating policies and procedures, pertinent HUD regulations, and federal, state, and local laws and regulations pertaining to public housing authorities.
4. Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, and performance evaluation.
5. Good knowledge of procurement regulations and OSHA requirements.
6. General knowledge of the modern principles, practices, and techniques of maintenance and other functional areas within the Agency.
7. Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting, and of the function and operation of the construction industry.
8. Skill in addressing the public and other bodies and presenting information in a clear, organized, and convincing manner.
9. Must be able to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Agency.
10. Ability to manage complexities and competing proprieties. Ability to coordinate information and activities among groups with differing agendas, across multi-functional areas.
11. Ability to meet aggressive deadlines and effectively manages multiple priorities.
12. Ability to accurately and completely document in writing appropriate events and activities.
13. Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
14. Ability to read and comprehend complex material.
15. Ability to identify operational problems and develop effective solutions.
16. Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
17. Ability to operate appropriate Agency computer equipment and software packages.

## **Supervision Controls**



The Deputy Director may receive instructions from the Executive Director, Board of Commissioners, or other governing or regulatory agency. The Deputy Director routinely works without the direction of the Executive Director and is free to develop methods, deadlines, priorities, and/or objectives. When instructions are received, they are usually specific and detailed because they apply to unusual and rarely occurring situations. Other instructions are usually in the form of the Executive Director's or Boards directives or policy statements. Normally the Deputy Director makes independent decisions pertaining to situations not covered by specific guidelines, but the Executive Director, BOC, or other employees are consulted in serious or unusual circumstances. The employee's work is reviewed for progress and achievement of goals as appropriate to the circumstances.

Under normal conditions, the Deputy Director makes general assignments to department supervisors, specifying priorities, deadlines, and objectives. Assignments will include what is to be done, deadlines, quality, quantity, and priority.

## **Guidelines**

Guidelines followed by the Deputy Director include published laws, regulations, handbooks, notices, contracts, agreements, codes, ordinances, policy directives from the Executive Director, Board of Commissioners, and technical assistance from HUD. Upon personal initiative, the Deputy Director obtains informal guidance and assistance from other Authorities, professional organizations, and housing-related groups.

The Deputy Director performs duties by applying the basic principles of Agency management and uses independent judgment in many decision-making situations. Routine decisions pertaining to the operation of the Agency, handling of funds, and personnel matters, are provided with specific guidelines in the form of internal operating policies and procedures, and federal, state, and local laws and regulations. The Deputy Director is periodically monitored for compliance with existing guidelines by the Executive Director, BOC, and HUD.

## **Complexity**

The Deputy Director performs a wide variety of tasks, which are not always clearly related. The Director makes decisions regarding unusual circumstances, conflicting data, and non-routine situations pertaining to the overall management and operation of the Agency. Some tasks are difficult, such as dealing with life-threatening emergencies (inoperative gas or electric systems and crimes committed against residents), or the Capital Funds Program.

Responding to residents, staff members, the BOC, City officials, news media, Congressmen, and the public on a continuing basis necessitates great patience, tact, and diplomacy. Ever-changing laws and regulations require frequent updating and promulgation of Agency plans, policies, and procedures, particularly those affecting applicants and residents, such as the admission of aliens, federal selection preferences, and rent computations.

## **Scope and Effect**

The Deputy Director's leadership affects the Agency's image in the community, staff throughout the Agency, and the Agency's residents. Effective leadership in assisting the Executive Director in managing, operating, and maintaining housing programs has a positive impact on the Agency's overall mission: to provide outstanding affordable housing and redevelopment services to improve the quality of life for our residents and community . Successful accomplishment of that mission can result in betterment of housing in surrounding communities and provides a positive image in the community.

## **Personal Contacts**

The Deputy Director has contact with a broad range of individuals including: the news media; BOC; federal, state, and local government personnel; social service personnel; housing residents; the general public; various special interest groups; and all levels of Agency personnel. Most contacts with people outside the Agency are relatively unstructured and require tact and diplomacy on a routine basis. Regularly, contact requires negotiation and/or handling of controversial matters.



Contact with the public serves multiple purposes including giving or gaining information, planning, coordinating, and advising motivating, influencing, directing persons or groups, and justifying, defending, negotiating, and resolving significant and/or sensitive and controversial issues. Contact may occur in cooperative, antagonistic, or unresponsive situations.

## **Physical Requirements**

1. Work is principally sedentary but may involve some physical exertion during on-site visits with residents or staff members, inspections of Agency developments, sites, dwellings, or facilities, and travel to meetings, conferences, or workshops in other cities.
2. Must be able to sit or stand for up to eight (8) hours at a time while performing essential work duties.
3. Must be able to bend, stoop, push, and pull in the performance of essential office-related duties (e.g., moving or carrying objects or materials).
4. Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.
6. Must maintain a professional appearance and portray a positive image for the Agency.
7. Must be able to maintain punctuality and attendance as scheduled.
8. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
9. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

## **Work Environment**

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated. From time to time, it may involve visits to housing developments, sites, dwellings, or facilities.

## **Other Requirements**

1. Must possess a valid driver's license and maintain a good driving record.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.

The La Crosse Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other



combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the La Crosse Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

Please submit your resume along with references to:

The Housing Authority of the City of La Crosse  
Attn: Pam Cronholm  
1307 Badger Street  
La Crosse, WI 54601

Or email to [info@lacrossehousing.org](mailto:info@lacrossehousing.org)

Equal Employment Opportunity