



The Loveland Housing Authority is seeking an outstanding professional with exceptional supervisory, group dynamics, and interpersonal skills for the position of Housing Supervisor. The successful candidate must be mission focused and be able to foster a supportive and team oriented working environment. The Housing Supervisor is responsible for the supervision of all Housing staff and overseeing the management functions related to leasing, occupancy, and compliance for all Loveland Housing Authority owned and/or managed properties and programs. This includes partnering to maintain compliance with all Federal, State, and special regulations; support of audit activities; and meeting business objectives related to revenue, occupancy, and our mission. This position collaborates on the development and management of budgets for all LHA properties and programs.

The Loveland Housing Authority has developed and manages over 1,400 units of affordable housing in four Northern Colorado communities. We have a high standard of maintaining quality affordable housing for moderate and low-income families, seniors, and veterans, as well as providing quality services to support our residents.

Minimum requirements: a Bachelor's Degree in Business Administration, Management or a related field, as well as 5 years of supervisory experience. Master's Degree in a related field is preferred.

The hiring range is \$55,104 to \$65,104 annually and is commensurate with experience, in addition, the Loveland Housing Authority offers an excellent compensation package which includes; health insurance, life insurance, paid time off, paid holidays, and a 457(b) retirement plan. A complete job description for this position can be found on the Loveland Housing Authority website: www.lovelandhousing.org.

Please submit your resume and cover letter to:

Loveland Housing Authority
375 West 37th St.; Suite 200
Loveland CO 80538
Attention: Human Resources
Re: Housing Supervisor Position

Or email to:

benefits@lovelandhousing.org

EOE/MFVD/EHO



Job Title: Housing Supervisor
Department: Housing
Reports To: Director of Housing
Position Classification: E02
Approved Date: November 2, 2017

General Statement of Duties:

The Housing Supervisor position reports to the Director of Housing. This position is responsible for the supervision of all Housing staff and management functions related to the leasing, occupancy and compliance for all Loveland Housing Authority (LHA) owned and/or managed properties and programs. This includes partnering to maintain compliance with all Federal, State, and special regulations; support of audit activities; and meeting business objectives related to revenue, occupancy, and LHA's mission. This position collaborates on establishment and management of budgets for all properties and programs. As a member of the management team, the Housing Supervisor promotes a positive image of the Housing department and LHA at all times.

The Housing Supervisor position meets the criteria established for "exempt employees" at LHA, based on the following:

- The Housing Supervisor will have authority to make independent decisions affecting the prioritization of leasing work, assignment of staff caseloads, and supervision of contracted work.
- The Housing Supervisor will be responsible for direct supervision of housing staff members who perform leasing, management and compliance related work, including the assignment of work, training of staff, supervision of work product and evaluation of staff performance, plus indirect supervision of property management staff.
- The Housing Supervisor will be responsible for assisting with budget work including preparation, monitoring, funding partner reporting, national (HUD/IRS), and state (CHFA) rule compliance.

This position directly supervises Housing Coordinators, Section 8 Housing Coordinators, Customer Relations Representatives, and indirectly supervises Resident Managers as wells as any contract and temporary laborers. The Housing Supervisor is also responsible for scheduling work assignments, training staff, evaluating staff performance, co-creating employee professional development plans, and initiating appropriate disciplinary action as necessary.

The Housing Supervisor must provide excellent and consistent leadership; continuously improve department performance and efficiency; and work cooperatively with other departments. Must resolve conflicts independently and effectively with both staff and residents; and initiate appropriate corrective action. Works with legal counsel as required to protect LHA interests. Must promote and provide positive customer service to residents and applicants; convey friendliness, helpfulness and concern; effectively respond to all questions and reported issues; and provide technical assistance as necessary. Must be approachable and demonstrate good judgment under all conditions, and foster a supportive and team oriented working environment.

Examples of Job Functions:

- Ensure that all LHA owned or managed properties meet or exceed the occupancy/leasing/collection standards established by the Loveland Housing Authority's Board of Commissioners. This includes, but is not limited to: full lease up of all units, full rent collections, responsible screening and community policies, and compliance with all established rules and regulations as required for each property and/or program.
- Actively participate with the Asset Manager, Housing Staff and LHA leadership in the development of annual budgets for each property. Ensure that all budgets are met. Assist the Director of Housing with projects and programs as needed and/or requested.
- Directly supervise Housing Coordinators, Section 8 Coordinators and Customer Relations Specialist. Schedule work assignments, evaluate staff performance, provide opportunities for employee development, and initiate appropriate disciplinary action as required.
- Interview, hire, and train staff and any contract or temporary labor.
- Oversee daily Housing operations; to ensure that department goals are met. Assure that housing units are utilized, rents are collected, and that regulations and rules are in full compliance.
- Act as internal and external grievance hearing officer as appropriate.
- Ensure proper department office coverage by scheduling administrative staff vacation, daily hours and other absences.
- Work with legal counsel as required to protect LHA's interests. This includes evictions, denials, defense against claims, resident issues involving HUD, OIG, Colorado Civil Rights Division and contract reviews.
- Partner to ensure compliance with all national and state electronic reporting such as the PIC/TRACS/WCMS submissions.
- Provide guidance and technical assistance as needed to staff, applicants, and residents; to help analyze situations and make decisions.
- Manage Housing contracts and expenditures.
- Represent the Housing department within LHA, and with external partners such as funders, the City of Loveland, and service providers. Make presentations as needed.
- Effectively partner with Asset Manager, Maintenance Supervisor and Resident Initiatives Manager to meet the objectives of LHA's mission.
- Ensure that critical processes and procedures are documented appropriately.
- Provide reporting to funding partners.
- Provide support as required for all compliance related activities in conjunction with Asset Manager.
- Assist in evaluating Housing software programs and make recommendations for changes as appropriate.
- Attend monthly Board of Director Meetings and provide relevant updates as needed.
- Work with partner Housing Authorities including Windsor, Milliken, and Estes Park to effectively manage property operations.
- Work collaboratively with Housing staff on initiatives including but not limited to Resident Scholarship Program, Resident Advisory Boards, Resident Councils, etc.
- As a Supervisor, must listen carefully, follow and/or give clear instructions, provide thoroughly researched information to Directors, Executive Director and/or the Board(s) of Commissioner's, seek feedback and offer constructive feedback as needed.

Education and Experience

Bachelor's degree in Management, Business Administration, or related field plus minimum of 5 years Housing and Supervisory experience required. A Master's degree in a relevant field is preferred.

Qualifications:

- Consistently demonstrate the ability to effectively interact with a diverse population of program participants, other LHA personnel, and community resource staff.
- Must have ability to respect the privacy and confidentiality of staff and clients.
- Possess excellent oral and written communication skills.
- Must demonstrate effective conflict resolution skills, including the ability to maintain a positive and professional demeanor at all times.
- The Housing Supervisor is a key public figure for the Loveland Housing Authority, and as such, must display a professional attitude in working with residents, LHA staff, contracted partners, and outside agencies.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this job.