

## OPERATIONAL MANAGER

### *Housing Authority of the City of Lanett, Alabama*

P.O. Box 465

506 1<sup>st</sup> Street, Lanett, AL 36863

Phone 334-644-5330

Fax 334-644-6468

Date Revised: September 26, 2024

Approved: October 1, 2024

**POSITION TITLE: Operational Manager**

**Administrative Department**

NORMAL HOURS.

- 1) (Monday through Thursday)  
8:00 a.m. until 6:00 p.m. (1 hour Lunch)
- 2) (Friday) 8:00 a.m. – 12:00 Noon

**Hourly Pay: \$30.00 to 39.90**

**Report to Executive Director**

LANETT HOUSING IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER AND EMBRACES DIVERSITY. Our unwavering commitment to diversity means we do not discriminate against any employee or applicant for employment. We value and respect individuals from all walks of life, regardless of race, color, religion, sex, gender identity, sexual orientation, pregnancy, status as a parent, national origin, age, disability (physical or mental), family medical history or genetic information, political affiliation, military service or other non-merit-based factors.

SEX, GENDER IDENTITY, SEXUAL ORIENTATION, PREGNANCY, STATUS AS A PARENT, NATIONAL ORIGIN, AGE, DISABILITY (PHYSICAL OR MENTAL), FAMILY MEDICAL HISTORY OR GENETIC INFORMATION, POLITICAL AFFILIATION, MILITARY SERVICE OR OTHER NON-MERIT-BASED FACTORS.

### **Operational Manager**

The Lanett Housing Authority is seeking a Director of Public Housing Operations, a pivotal role in our organization. This unique position, under the general supervision of the Executive Director, is responsible for planning, directing, monitoring, and evaluating the services and activities of the Public Housing Operations Department. The Director also serves as an internal consultant to executive and senior management staff, supervises professional staff, vendors, and consultants,

## OPERATIONAL MANAGER

and is the Section 504 Coordinator for Public Housing Operations. With approximately 364 public housing units, this role offers a diverse and challenging work environment.

The candidate must possess a solid public housing background with a successful track record and demonstrate practical executive-level management/entrepreneurial skills. Must have a bachelor's degree, a master's is preferred, from an accredited college or university, with major coursework in Business Administration, Public Administration, Urban Planning, or related field; and at least five years of extensive and progressively responsible housing or related experience, including supervisory, budgetary, and other administrative activities. A successful candidate must possess a Public Housing Manager Certification or obtain it within one year after assuming the position.

The Authority offers an excellent benefits program; salary is negotiable and commensurate with qualifications and experience.

For a complete position description and application, please visit our website at [www.lanetthousing.com](http://www.lanetthousing.com).

Submit a cover letter application. Resume. And salary requirements to:

**Administration Department**

**Lanett Housing Authority,**

**506 1<sup>st</sup> Street, P. O. Box 486,**

**Lanett, Alabama 36863**

The position will remain open until it is filled.

Drug/Alcohol/Smoke-Free Workplace EEO  
Employer.

## OPERATIONAL MANAGER

### LANETT HOUSING AUTHORITY JOB DESCRIPTION

**Position Title:** Operational Manager  
**Department:** Administration Department

**POSITION SUMMARY:** Under the general supervision of the Deputy Executive Director, responsible for the overall planning, organizing, staffing, monitoring, and reporting functions of the Public Housing programs. He also is a Section 504 Coordinator for Public Housing Operations.

**ESSENTIAL FUNCTIONS:** (All duties listed may not be included in any one position, nor does the list include all tasks found in a position in this class.)

- 1) Responsible for the management of the Public Housing Operations Department, ensuring adequate internal planning, program utilization, and administration of programs by the U.S. Department of Housing and Urban Development (HUD) regulations, Lanett Housing Authority (HHA) policies and procedures, and the Public Housing Assessment System (PHAS). Confers with the Executive Director on Public Housing goals, progress toward meeting goals a, d problem areas a, d coordinates with other segments of the total Public Housing Operations program.
- 2) Supervises the work of the personnel assigned to them and conducts their performance assessments.
- 3) Coordinates input from the Public Housing Operations staff regarding annual budget requests and assists the Finance Department in preparing departmental expenditures and budgets.
- 4) Establishes and maintains effective working relationships with superiors, associates, subordinates, residents, and representatives of neighborhoods, community leaders, agency representatives, and the general public.
- 5) Ensures that properties comply with HUD-established Housing Quality Standards.
- 6) Ensures that appropriate required reports, HHA Board actions, and legal responses required by the Authority and HUD are prepared and presented promptly.
- 7) Applies considerable independent judgment based on knowledge gained through work performance.
- 8) Identifies training needs, initiates subordinate development, supervises in-service training programs for staff members, and recommends practical personnel actions.

## OPERATIONAL MANAGER

- 9) Enforces rules and regulations concerning occupancy policies adopted by the Board of
- 10) the Lanett Housing Authority Commissioners approved by the U.S. Department of Housing and Urban Development.
- 11) Visits housing offices, inspecting them for condition, efficiency of operation, and conformity with regulations, initiating corrective action or disciplinary measures where necessary.
- 12) Receives inquiries and complaints in person, over the telephone, and by letter and answers them by established policy.
- 13) Coordinates and collaborates with other departments in establishing and carrying out responsibilities.
- 14) Prepares the Scope of Work for Request for Proposals (RFPs) as needed.
- 15) Regarding Section 504 Fair Housing, receives, investigates, and responds to all requests and complaints from program participants and applicants regarding housing for people with disabilities and Fair Housing issues.
- 16) Conducts annual needs assessment and works with the maintenance manager to develop a plan that best meets the needs of residents with disabilities.

### **OTHER RESPONSIBILITIES:**

- 1) Performs other work-related duties as assigned.
- 2) Ensure that all direct subordinates' duties, responsibilities, authority, and accountability are defined and understood.

### **POSITION TITLE:**

### **EDUCATION, EXPERIENCE, SKILLS, AND ABILITIES REQUIRED:**

- 1) Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Urban Planning, or related field; a master's degree is preferred; or any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, constitutes the required knowledge and abilities.
- 2) A minimum of five years of progressive experience in departmental management.
- 3) Strong managerial, written, verbal, analytical, and interpersonal skills, integrity, and ethics.
- 4) Must possess a Public Housing Manager Certification within one year after assuming the position.
- 5) Ability to organize and prioritize work to meet deadlines.
- 6) Ability to solve problems.
- 7) Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
- 8) Working knowledge of Public Housing regulations and requirements, HHA policies and procedures, HHA operations, and departmental activities.
- 9) Knowledge of the Public Housing Assessment System (PHAS).
- 10) Knowledge of conflict resolution principles and the ability to apply them in the workplace.

## OPERATIONAL MANAGER

- 11) Ability to supervise subordinate employees fairly and impartially.
- 12) Knowledge of the principles and practices of organization theory, management, planning, and their application to the administration of public programs.
- 13) Ability to develop, recommend, and implement new and revised HHA policies and procedures.
- 14) Knowledge of data collection, analysis, and related techniques.
- 15) Knowledge of property management and asset management principles and techniques.
- 16) Knowledge of public and media relations techniques.
- 17) Knowledge of public speaking techniques.

### **EDUCATION, EXPERIENCE, SKILLS, AND ABILITIES REQUIRED**

#### **(Continued):**

- 1) Knowledge of computerized information systems and ability to use personal computers.
- 2) Ability to use office equipment such as calculator, copier, telephone, and fax machine.
- 3) Must possess a valid driver's license and a good driving record and be insured by the Housing Authority's vehicle insurance company.
- 4) Ability to be covered under the Authority's fidelity bond.
- 5) Must complete Fair Housing training annually and demonstrate proficiency in Fair Housing laws and requirements by passing the Fair Housing exam.
- 6) Must complete Sexual Harassment training annually and demonstrate proficiency in Sexual Harassment laws and requirements by passing the Sexual Harassment exam.

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to meet crucial physical demands. While performing the duties of this Job, the employee is frequently required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms, talk or hear, see and inspect, and bend. The employee must lift and move up to 25 pounds.

#### **SPECIAL REQUIREMENTS:**

1. Must possess a State of Alabama driver's license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

#### **ESSENTIAL PHYSICAL DEMANDS:**

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to meet crucial physical demands. While performing the duties of this Job, the employee is frequently required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms, talk or hear, see and inspect, and bend. The employee must lift and move up to 25 pounds.

## OPERATIONAL MANAGER

### **WORK ENVIRONMENT:**

The work environment characteristics described here represent those encountered by employees while performing the essential functions of this job in a public housing authority.

I have received a copy of this job description and affirm that I can satisfactorily perform each Essential Job Function, possess Essential Knowledge, Skills, Abilities, Education, and Experience, and meet the Essential Physical Demands of the Work Environment.

The Lanett Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner 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. 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 Lanett 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 person. Management reserves the right to add, delete, or modify all these description provisions without notice at any time as needed. This job description supersedes earlier versions.

**Application Process:** Applications are available on the authority's website at [lanetthousing.com](http://lanetthousing.com) under "New Employment Opportunity Available." To apply by mail, submit an application resume and cover letter to the following:

Lanett Housing Authority, P.O. Box 465, Lanett, AL 36863, apply in person at the Lanett Housing Authority Administrative Office located at 506 1st St, Lanett, AL 36863, or submit by email at The Authority Administrative Office at 506 1st St, Lanett, AL 36863. You can submit your request by email at [dstory@lanetthousing.com](mailto:dstory@lanetthousing.com)