

POSITION TITLE: Leased Housing Program Manager

DEPARTMENT: Leased Housing

STATUS: Non-exempt

SALARY: \$55,000 - \$65,000 annually, dependent upon experience

POSITION SUMMARY:

The Leased Housing Program Manager leads the analysis of operational processes to drive enhancements and efficiencies into the Leased Housing Department's operations. The Program Manager is responsible for the staff supervision and oversight of the Leased Housing Program Representatives, a team of approximately ten employees. The Program Manager serves as the point of contact for the Program Representatives' workflow activities, leading the identification and implementation of processes that can be improved through automation, streamlining, and the introduction of new tools and/or resources. The Program Manager offers support to the Program Representatives, ensuring compliance with HUD and DHCD regulations and the WHA's Administrative Plan, while also providing direct supervision, leadership and mentoring to the staff. The Program Manager stays informed of changes to regulations and agency goals and processes, ensuring program improvements are aligned with the WHA's overall business strategy and goals.

ESSENTIAL FUNCTIONS:

1. Directly supervise, provide support and guidance to Program Representative staff in the Leased Housing department.
2. Create a culture of accountability, communication, problem-solving, and continuous process improvement.
3. Review workflows to identify opportunities for automation and streamlining for more efficient and productive processes.
4. Ensure process improvements are incorporated in a strategic manner and that existing processes are reviewed and updated on a regular, prioritized basis.
5. Provide training, leadership, and subject-matter expertise related to continuous improvement practices (5S, Lean, Six Sigma, focused improvement, kaizen, etc.)
6. Remain informed of agency and regulatory changes, as well as new technology, systems, and procedures as they relate to compliance, through newsletters and available communications.
7. Work with Leased Housing Management and Compliance Counsel to maintain up-to-date policies and procedures in accordance with HUD and DHCD regulations and guidance.
8. Ensure that staff is fully-trained and kept informed of Section 8 and MRVP programs and regulations, as well as administrative policies and procedures, in a timely manner.
9. Conduct periodic audits of staff work product to ensure compliance, accuracy, and adherence to WHA customer service expectations.
10. Establish and monitor staff performance and training goals and ensure that Program Representatives meet established performance standards and that errors are addressed and corrected timely.
11. Monitor staff caseloads and productivity using reports and tools to ensure tasks are completed in a timely and accurate manner, and that all data is kept up to date.
12. Work collaboratively with Leased Housing leadership to oversee quality assurance and training in the development of program policies, staff training materials, and informational materials for participants and landlords, that keep current on all regulatory changes and

reporting requirements.

13. Provide exceptional customer service, and serve as the first line of escalation with regard to participants and landlords by responding promptly to inquiries, complaints, and sensitive cases.
14. Provide coverage and support to the Director and Assistant Director as needed.

OTHER REPOSIBILITIES:

1. Performs similar, job-related duties, as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Minimum of a bachelor's degree;
2. Minimum of 3 years' experience in a staff supervisory/program management role;
3. Knowledge of and experience using continuous process improvement tools, such as 5S, Lean, Six Sigma, focused improvement, kaizen;
4. Knowledge of leased housing policies, protocols, and regulations, as well as HUD/DHCD housing program regulations and eligibility requirements preferred;
5. Excellent analytical skills; the ability to compile, chart, track, and interpret data;
6. Excellent project management skills; ability to roll-out, implement, and monitor changes in an efficient and timely manner;
7. Excellent computer skills, adept at using Microsoft Office tools, as well as to quickly learn customized software.
8. Ability to interact professionally and courteously with people of different social, economic and ethnic backgrounds;
9. Excellent interpersonal communication skills, verbal and written, and negotiation skills;
10. Ability to facilitate, coach, and lead staff in joint problem solving and collaboration.
11. Ability to multi-task, anticipate and identify problems, and devise creative and effective solutions.
12. Ability to be relied upon to be available for work.