

**POSITION TITLE:** Chief Administrative Officer

**DEPARTMENT:** Executive

**STATUS:** Exempt

**SALARY:** Negotiable, dependent upon experience

**POSITION SUMMARY:**

As a critical member of the executive team, the Chief Administrative Officer (CAO) oversees the WHA's Admissions, Leased Housing, and Property Management departments, as well as the Public Safety department. The CAO plays a key role in the overall performance and success of the agency and acts as a trusted advisor to the CEO. The CAO ensures their departments provide the highest quality of service to WHA clients, driving organizational performance to achieve the agency's goals, mission, and vision. The CAO does this by providing input for strategic planning, setting department and VP goals, and collaborating on policy implementation. The CAO oversees resource allocation, evaluates performance, and ensures smooth daily operations of their departments. The CAO collaborates with colleagues to implement policies, develop improvements, and provide guidance to subordinate staff, guiding and empowering direct reports to resolve issues. The CAO ensures timely reporting to the CEO or regulatory agencies and reviews, interprets, translates, and effectively communicates new policies, programs, and regulations. The CAO should be highly efficient and a natural leader, capable of providing strategy, direction, and guidance to the administrative team.

This is a full-time, fully benefitted, onsite (not remote) position requiring significant work outside of normal business hours. Candidates should have a valid, insurable driver's license and reliable transportation. Frequent travel throughout the City of Worcester is required, with occasional travel outside of the city for conferences and functions.

**ESSENTIAL FUNCTIONS:**

1. Works with chief-level executives and the CEO to devise strategies and policies that meet agency goals, mission, and vision.
2. Manages and supervises the day-to-day operations of various departments, including Admissions, Property Management, Leased Housing, and Public Safety.
3. Manages department budgets, signs off on all new hires, and participates in employee performance management and goal setting for direct and indirect reports.
4. Analyzes reports, audits department metrics and work product including conducting inspections, and formulates improvements to efficiency and production.
5. Compiles reports and provides analysis to the CEO, executive leadership team, and board of commissioners, as requested.
6. Ensures all laws, regulations, and policies are reviewed, communicated effectively, and complied with by reporting departments.
7. Plans, administers, coordinates, and monitors comprehensive programs for applicant screening and intake; leased housing voucher programs issuance and management; property and resident management.
8. Reviews and analyzes department financial data and information to develop annual department operating budgets and performs continuous monitoring of department budgets.
9. Participates in negotiations between management and unions of the WHA.

10. Collaborates with the legal department and provides input and feedback on court cases and legal issues.
11. Participates in periodic meetings with residents and program participants to exchange information and views about specific needs identified by residents.
12. Conducts meetings with department vice presidents and others for the purpose of exchanging information and establishing work objectives.
13. Provides feedback to the CEO regarding the quality of completed and ongoing projects, as well as opportunities for maintenance, improvement, and growth.
14. Works with the human resources department to suggest and coordinate employee training and development opportunities for subordinate staff.
15. Develops and maintains working relationships with a variety of public officials and local agencies.

**OTHER RESPONSIBILITIES:**

1. Performs similar job-related duties as assigned.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. Bachelor's or master's degree in business administration or a related field.
2. Minimum of 5 years' experience in the administration of public housing programs.
3. Minimum of 5 years' experience in a supervisory/managerial position.
4. Strong knowledge of state and federal regulations governing low-income housing
5. Ability to create and execute strategy, including defining goals and objectives; defining performance objectives; driving results and staying the course.
6. Possesses a track record that demonstrates a competitive drive; able to set high standards, delegate, follow-up, and hold staff accountable.
7. Ability to juggle a busy portfolio of projects and programs and to plan, coordinate, and execute multiple projects at once.
8. Ability to manage budgets, and to audit and analyze financial reports and data.
9. Ability to work cooperatively with a diverse workforce and client base; understands the importance of diversity, equity, and inclusion.
10. Projects an intelligent, executive presence; possesses relationship development, negotiation and influencing skills; works well under the stress and pressure of a high-powered position.
11. Good computer skills; familiarity with Microsoft Office products, including Outlook, Word, Excel, PowerPoint, Teams, and other agency software programs and platforms.
12. Excellent written and verbal communication skills, ability to present in front of a crowd.
13. Good interpersonal communication skills, ability to lead successful teams, identify and develop talent, and foster open communication and collaboration among subordinates.
14. Possesses a valid, insurable driver's license and reliable transportation; able to travel, as needed, for conferences, trainings, meetings, and other events.
15. Ability to be relied upon to be available for work.