



Deputy Executive Director Job Description

Summary

The primary purpose of this position is to manage public housing, Housing Choice Voucher programs, and resident services for five regional housing commissions. The incumbent is responsible for mentoring staff and leadership teams, driving organizational improvements, and ensuring regulatory compliance. The role involves fostering strategic relationships with community partners and government entities, interpreting legislation for policy updates, and representing the Commission in public forums. The Deputy Executive Director will act in the capacity of the Executive Director when required.

All activities must support the Housing Commission's mission, strategic goals, and objectives.

Essential Duties and Responsibilities

- Assists the Executive Director with planning, assigning, and reviewing operations and functions related to effective management of the Housing Commission's, including its financial status. Prepares recommendations on specific programs as well as recommendations related to other areas affecting personnel, including routine and special projects;
- Assists the Executive Director with the development and execution of the Commission's goals and the evaluation and implementation of development proposals, objectives, and policies; ensures the most effective and efficient use of the Commission's resources by allocating and refocusing resources to address key priorities;
- Oversees executive functions of associated non-profits that supports the mission, ensures alignment with their priorities and oversees program execution in line with applicable regulations and community standards;
- Manages the work of housing program and administrative staff including: assigning, planning, and reviewing work, evaluating work performance, coaching employees and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline;
- Provides ongoing analysis and critique of existing systems and reviews and evaluates departmental methods and procedures; works with department leaders to identify change management areas where the Commission can increase its effectiveness; makes recommendations for improvement in a manner that reduces costs while maintaining high levels of service; works with direct reports to develop and facilitates plans that cultivate positive and effective change;
- Analyzes and interprets legislation and government directives relevant to departmental policy; develops and recommends policy changes;
- Collaborates with resident councils, neighborhood groups, civic associations, city, state, and federal agencies, and other relevant entities to explain the Commission programs, policies, and operations;
- Stays abreast of affordable housing matters through careful study of HUD regulations, laws, ordinances, and publications related to public housing;
- Analyzes and interprets legislation and government directives relevant to departmental policy; develops and recommends policy changes;
- Acts in the capacity of the Executive Director in their absence;
- Performs other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:



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Commitment: Sets high standards of performance; pursues aggressive goals and works efficiently and effectively to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

Customer Service: Exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers

Effective Communication: Conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges; actively assists others without formal/informal direction; possesses the capacity to learn and actively seeks developmental feedback; applies feedback for continued growth by mastering concepts needed to perform work.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively; demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity; uses appropriate judgment & decision making in accordance with level of responsibility.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates; coaches and encourages the growth and development of subordinates.

Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information to develop alternative solutions; uses strong reasoning and conflict resolution skills.

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients; accepts responsibility for actions and adjusts behavior as appropriate.

Reliability: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established expectations; performs work in a reliable manner that is both accurate and timely; ensures a positive record of attendance.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work and does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of and strong commitment to the Housing Commission's mission, vision, strategic plan, and organizational policies and programs.
- Unwavering ethical standards and integrity.
- Strong collaboration skills; team-oriented leadership style.
- Strong understanding of housing industry programs, products, and regulatory environment.
- Excellent financial acumen and the ability to manage budgets, operational costs, and resources effectively.
- Proven ability to drive operational efficiency and optimize systems and processes.
- Change management and continuous improvement experience.



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- Strong track record of managing and motivating cross-functional teams to achieve goals.
- Strong problem solving, analytical, and decision-making skills.
- High emotional intelligence, with the ability to build relationships and work collaboratively with diverse stakeholders.
- Excellent communication and stakeholder engagement.
- Willingness and ability to learn new skills and technologies.

Education and/or Experience

Bachelor's degree in Public Administration, Nonprofit Management, Law, Urban Planning and Development, or related field is preferred. A minimum of five (5) years of experience in a senior operational leadership role within a housing authority, nonprofit or public agency. Must obtain the Public Housing Managers Certificate within 24 months from an accredited agency. An equivalent combination of education and experience will be considered.

Must possess a valid State of Michigan driver's license.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is usually moderate. This is an on-site position.

Travel. Occasional travel is required.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]