

McKean County Redevelopment & Housing (MCRHA) and
A Partnership In Housing (APIH)
Chief Operating Officer (COO)
Smethport, PA

POSITION DESCRIPTION

Position: Chief Operating Officer (COO)
Location: Smethport, PA
Reports To: Executive Director
Status: Exempt, Full Time

Organization Overview:

McKean County Redevelopment & Housing Authority (MCRHA) and affiliated entities strives to promote sustainable communities where families, individuals, the elderly, and those with special needs have access to quality, affordable housing. In addition to providing quality housing, MCRHA and affiliated entities assist municipalities in providing the needed infrastructure for future development to revitalize and strengthen communities. MCRHA and affiliated entities develops and manages affordable housing that provides homes and resident services to households in McKean County. We serve low-income families, seniors, persons with disabilities, persons experiencing homelessness and transition-age youth. With a commitment to quality housing and supportive services, we empower our residents to build better lives and create healthier, safer communities.

Position Summary:

The Chief Operating Officer (COO) reports to the Executive Director (ED) and is a member of the Executive Management Team, providing high level-organization wide leadership and working especially closely with the Financial Comptroller. Assists the ED in directing and coordinating operational, development-related, and administrative facets of the Housing and Redevelopment Authority. Assist the ED in planning, directing, supervising, coordinating and evaluating all daily operations integral to the activities of AMP Management (under Public Housing, Rental Assistance Demonstration and Low-Income Housing Tax Credit Programs), the Housing Choice Voucher Program (Section 8), Maintenance, Development and Capital Fund Programs.

The COO is responsible for a pipeline of transactions for the growth of affordable housing for the agency, residents and communities. This position is broadly defined to accommodate every phase of affordable housing development from conception to completion. The COO will assist with managing the internal functions of the organization, ensuring it is appropriately staffed, managed, and governed to ensure the fulfillment of MCRHA and affiliated entities mission and values. The COO will assist in providing strategic leadership over asset management, cross-departmental operations, development, compliance, procurement, administration, IT and human resources as well as office operations. The COO is also an external leader taking on strategic board and committee positions in our industry and local communities. Finally, the COO coordinates with the ED and Executive Management Team to develop and meet broad organizational goals.

McKean County Redevelopment & Housing (MCRHA) and
A Partnership In Housing (APIH)
Chief Operating Officer (COO)
Smethport, PA

The position is heavily involved in strategic planning and organizational development. The position also works collaboratively with MCRHA and affiliated entities staff, board, community stakeholders and external partners.

Primary Duties include, but are not limited to the following:

Cross-Departmental Operations

- Supervises the Asset Management Projects (AMPs), Redevelopment, Section 8 Housing Choice Voucher Program (S8HCV)/Housing and Homeless Services. Supervision includes, but is not limited to staff development; coaching and mentoring staff, writing and conducting performance reviews and developing goals.
- In conjunction with the Financial Comptroller, oversees development and monitoring of annual operating budget, capital fund program and long-range financial forecasting of programs. Communicates operating budget and capital funding issues to ED and strategizes on to resolve challenges regarding budget or capital funding.
- In conjunction with the Redevelopment Authority, assist with the blight program and rehabilitation efforts as administered under CDGB, HOME and other funding program requirements
- Assists with the completion of the Annual and 5-year Agency plans, the Public Housing Assessment System (PHAS), and Section 8 Management Assessment Program.
- Along with Financial Comptroller, reviews cross-departmental budgets to ensure accuracy and ensure the organization is operating at appropriate staff levels.
- Leads development and implementation of strategic plan and organizational development of new programs and opportunities.
- Reviews and oversees implementation of cross-departmental programs, policies and procedures to ensure programs, policies and procedures are consistently applied and reach maximum efficiency. This will include monitoring and evaluating programs, policies and procedures once implemented.
- Actively assist ED in management of Board of Directors and Committees, including issues related to agenda setting and calendaring, nomination/staffing, overall organization structure, by-law revisions, and coordination of policies and issues between committees.
- Assists in preparing and presenting reports to the Board of Directors on monthly basis and attend various committee meetings as needed.
- Oversees contractor agreements, This includes working with Maintenance Supervisor in developing scope of work to ensure maximum effectiveness in addition to monitoring contracts to ensure compliance.
- Serves as organizational representative to greater community, community agencies, constituent groups, and government agencies.
- Serves as Acting Executive Director in ED's absence.
- Participates in the recruitment process for direct staff and other key organizational positions.

- May be assigned by ED to communicate with or do presentations for members of Congress, federal, state, and local government officials, resident organizations, business firms, general public and news media regarding agency matters.
- Monitors publications, notices, letters and related correspondence for regulatory and statutory compliance.

Development

- Assist ED to identify and evaluate internal and external partnerships, ensure conformance to federal, state, local policies and laws. Provide leadership and direction in establishing policies, objectives, opportunities and development goals (opportunities will include new construction, acquisition rehab and building conversion).
- Ability to organize and manage task on multiple, concurrent projects, explain complex structures and specifications.
- Conduct feasibility analysis; create a development strategy; select sites and negotiate purchase agreements; coordinate community outreach. Oversees development projects from concept to conclusion.
- Assist ED in coordinating proposals to third party funding sources in response to RFP's, RAD (Rental Assistance Demonstration), HOME, CDBG, LIHTC (Low Income Housing Tax Credit) and Tax Exempt Bond applications, private financing and other financing opportunities.
- Prepare development and operational pro-formas and analyze financial models to ensure underwriting is sound to ensure project or program will succeed. Secure multi-layered project financing; create deal structures, and negotiates financing terms.
- Manage development team, including selecting and hiring of development associates, analyst and consultants necessary to develop the project; coordinates and monitors the work of the professional consultants; ensures work is completed within required terms and obtain internal approvals; manages contracts and billing process.
- Negotiate, prepare and revise agreements with service providers, individual and general contractors, and consultants required by real estate projects utilizing established procurement policies as applicable.
- Monitor construction process to ensure timely completion of the projects. Works with construction staff to review construction and development budgets.
- Monitors draws, cost and overall development and construction budgets. Manages transition of project from initial concept to financing into construction to closing and conversion to lease up and operations.

Asset Management & Compliance

- Assist ED in developing agency-wide comprehensive maintenance plan
- Lead Maintenance Superintendent; maintenance staff and Property Managers, ensuring the efficient operations for AMPs and all housing properties for which APIH and affiliated entities actively manages and owns.
- Prepares a variety of reports, records and correspondence on matters pertaining to asset management.
- Oversee both the Fiscal and Physical performance of AMPs; monitoring budget variance reports monthly to ensure the asset is staying on target with annual budgets and explaining variance discrepancies.
- Lead Maintenance Superintendent in directing and supervising maintenance staff to ensure all daily work orders, vacates, emergencies, and preventative maintenance is performed and inspects to ensure quality work.
- Lead Maintenance Superintendent in prioritizing maintenance work orders; develops and implements daily, weekly, and monthly maintenance schedules; ordering and maintaining inventory of supplies, preparing purchase orders to requisition materials and supplies; scheduling testing and inspection of fire extinguishers, and other fire prevention systems on site.
- Oversee leasing requirements including tenancy, house rules, rent collection; uses discretionary authority to take legal action when violations occur; tracks vacancy unit turns.
- Oversee tenant accounting; authorizes adjustments to tenant accounts, security deposits, rent changes, retroactive billings, and maintenance charges; authorizes rent refunds or collections efforts, write-offs; negotiates repayment agreements and schedules.
- Direct Property Managers, ensuring annual and interim recertifications; ensuring regulatory compliance requirements including tax credit and Public Housing guidelines.
- COO works with Maintenance Superintendent to coordinate capital improvements.

Home Office/Administration & IT

- Assist in management and safeguarding of intellectual property, including manual and electronic storage systems and protocols.
- Oversee legal activities: letters of agreement, contracts, leases, and other legal documents and agreements.
- Coordinate with IT consultant ensuring ongoing maintenance and updating of information systems and infrastructure.
- Direct Administrative Office Staff and oversee administrative functions; facilitate efficient management of various satellite offices
- Assist in management of internal organizational events such as quarterly All Staff Meetings and annual holiday parties and picnics
- Other duties and/or projects as assigned by ED.

Human Resources

- Assist ED with all related Human Resource functions
- Recruitment, hiring, and compensation
- Professional training and development, including new employee orientation and retention strategies
- Regulatory oversight and legal compliance

Qualifications and Knowledge

Requirements include a bachelor's degree from an accredited college or university in Business Management, Finance, Real Estate Development, Public Administration, or Construction Management. Education in other fields of study would be acceptable combined with appropriate work experience; a minimum of seven (7) to Ten (10) years of relevant experience with focus on affordable housing finance and development; experience in senior managerial capacity working for an established private, public and/or non-profit organization. Grant sourcing and administration experience is also preferred.

Demonstrated experience managing staff, programs or projects and managing budgets. Direct experience in multifamily housing development and/or asset management.

Extensive knowledge of public and private financing, including tax credit program. Experience with tax-exempt bond financing, the Federal Low Income Housing Tax Credit (LIHTC) program and HUD funding preferred.

Experience in developing systems, structures, policies and procedures.

Knowledge of the principles and practices of budget administration, personnel management, contract management, accounting and procurement.

Knowledge of nonprofit finance, affordable housing development, resident services, property management, human resources, resource development, community organizing, and neighborhood planning.

Demonstrated experience in low income housing development and housing operations and management.

Excellent written and verbal communication

Strong problem-solving, organizational, time and project management skills.

Ability to establish and maintain effective working relationships with associates, government officials, and the public.

Ability to collaborate successfully with a wide variety of cultures in a professional, respectful and engaging manner.

Proficient and experienced with property management software and Microsoft Office applications.

Ability to travel to various locations within McKean County area.

Ability and willingness to travel occasionally to attend conferences and training events across nation.

Possession of a valid driver's license

Resident of McKean County

Ability to be covered under the Authority's fidelity bond.

Physical Demands

Work is principally sedentary, but may involve some physical exertion, such kneeling, crouching, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to bend, stoop, push, and pull in the performance of office-related duties.

Must be able to use fingers bilaterally and unilaterally to operate office equipment.

Must have vision and hearing corrected to be able to perform essential job functions.

Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Must maintain punctuality and attendance as scheduled.

Work Environment

Work involved the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

McKean County Redevelopment & Housing (MCRHA) and
A Partnership In Housing (APIH)
Chief Operating Officer (COO)
Smethport, PA

This job description is intended to be sufficient to identify the position and to be illustrative of the kinds of duties assigned to this position. It is not to be interpreted to describe all of the duties performed, or which may be required of employees holding this position.

To Apply

Please send resume with cover letter and three professional references to: Alcherrie Williams, Executive Director, via email provided. References need not be written, but should be the names, positions and contact information for three people who can attest to workplace skills and experience, including at least one supervisor.

Email: aawiliams@mckeancountypa.org

Resumes accepted until October 31, 2018.