

# Housing and Redevelopment Authority of Detroit Lakes

Job Title: Executive Director  
Department: Administrative  
Supervisor: The Board of  
Directors

## **Summary**

To provide overall visioning, planning, leadership for, and ongoing evaluation of the Housing and Redevelopment Authority (HRA) of Detroit Lakes, in a manner that consistently achieves and advances the organization's mission to address the housing, and redevelopment needs of the City's residents.

## **Essential Duties and Responsibilities**

### **a. Tenant Relations:**

Addresses tenant complaints concerning other tenants or

visitors. Implements tenant retention programs.

Maintains the community's appearance by ensuring any necessary maintenance is reported and completed in a timely manner.

Ensures consistency in the enforcement of policies and rules of the community. Conducts informal hearings and reviews, when applicable.

### **b. Marketing/Leasing:**

Utilizes effective marketing strategies to promote Pleasant View and Public Housing units.

Ensures quality assurance is met for file and inspection review.

Monitors renewals to assure compliance with HUD regulations.

### **c. Financial Management and General Administration:**

Submits all financial information to HUD.

Ensures deposits, rental payments, and all other charges are collected.

Maintains accurate and up-to-date property accounting and collections records in compliance with Board instructions and HUD regulations.

Utilizes HRA resources, equipment, and supplies economically.

Ensures all reporting and administrative paperwork for the Board and HUD is accurate, complete, and submitted.

Maintains and implements all Board and HUD policies.

Gives direction to and monitors maintenance, construction, and rehab activities going on at the community to ensure quality.

Processes account payable (A/P) invoices, expense reports, rent payments, payroll, and appropriate HUD systems.

Maintains an active membership in MNNAHRO and monitors developments in HUD regulations and funding changes. Ensures compliance and submits reporting for Capital Fund program and Operating Subsidy.

Completes reports for HUD wage reporting compliance.

Reconciles bank statements and prepares Board

documents. Creates and maintains HRA budget.

Develops and maintains ADMIN and ACOP policies.

### **Supervisory Responsibilities**

Directly supervises three employees in the all areas of operation including public housing, housing choice voucher, and maintenance. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; uses technology to increase productivity; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; solicits customer feedback to improve service ; meets commitments.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; works cooperatively in group situations; works actively to resolve conflicts.

Change Management - Communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; improves processes, products and services..

Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.

Recruitment & Staffing - Exhibits sound interviewing skills; presents positive, realistic view of the organization; makes quality hiring decisions.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Dependability - Takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; develops realistic action plans.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Bachelor's degree from four year college or university preferred; or one to two years related experience and/or training; or equivalent combination of education and experience.

### **Language Skills**

Ability to read, analyze, and interpret, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors.

### **Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Microsoft Excel Spreadsheet software; Microsoft Word Processing software; Microsoft Outlook Contact Management systems; and Internet software.

### **Certificates, Licenses, Registrations**

NAHRO/HUD training or willingness to take such training  
Public Housing Manager Certification  
Housing Choice Voucher Certification

### **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.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and climb or balance. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

### **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.

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet.