

Chief Administrative Officer

Gans, Gans & Associates

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Chief Administrative Officer

The Chief Administrative Officer (CAO) supports the Chief Executive Officer by providing oversight for the areas of human resources, information technology, HCVP, and development and modernization. The CAO will support projects that ensure the Authority is operating effectively, efficiently, and in accordance with the applicable federal, state, and local laws and regulations.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties and skills may be required and assigned, as needed.

- Assists the Chief Executive Officer (CEO) in ensuring that the Authority operates effectively, efficiently, and in accordance with applicable federal, state, and local laws and regulations.
- Works with executive management to execute the Authority's vision, goals, and overall strategic plan, through department-based goals and objectives; ensures (in conjunction with appropriate departmental input) the most effective and efficient use of the Authority's resources by allocating and refocusing resources to address key priorities.
- Works with the CEO and independent consultants, as applicable, to provide administrative coordination and monitor work performed by a multidisciplinary team of professionals and support staff; delegates assignments and instructions to leaders of departmental units within the operational and supportive areas of the Authority; creates and executes plans for effective utilization of available funds, personnel, equipment, materials and supplies; provides individuals with needed equipment, materials, and supplies.
- Provides ongoing analysis and critique of existing systems, and reviews and evaluates departmental methods and procedures; identifies change management areas where the Authority 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 facilitate plans that cultivate positive and effective change.
- Identifies and communicates areas of potential risk to the assets, earning capacity, and/or success of the Authority; identifies mitigating factors; develops and implements risk-assessment models and methodologies and uses statistical analysis software and econometric models to conduct statistical analyses to quantify risk; gathers risk-related data from internal and external resources; ensures risks are properly documented; produces reports and presentations for executive management that outlines findings, explains risk positions, and recommends changes.
- Verifies that effective internal controls exist and operate effectively to ensure the integrity of financial reporting, safeguard assets, and minimize the Authority's exposure to risk.
- Works with the CEO to direct and monitor the human resources, information technology, HCVP, and development and modernization functions of the Authority; ensures that the development and execution of all department objectives and all internal and external communications support the Authority's strategic goals and mission.
- Oversees the strategic and operational planning of the Information Technology Department (IT); oversees the deployment, monitoring, maintenance, development, upgrading and support of all IT and telephone systems; oversees the benchmarking, analysis, and reporting of the improvement and growth of the IT and telephone infrastructure and systems; oversees the development of business case justifications and cost/benefit analyses for IT and telephone spending and initiatives; and oversees the negotiation of vendor, outsourcer and consultant contracts, and service agreements related to information technology and telephone communications.
- Oversees the Authority's Housing Choice Voucher program, ensuring compliance with related regulations and facilitating the achievement of strategic objectives
- Oversees all Development and Modernization Department services and activities; determines the housing needs and community development services; coordinates activities with other Authority departments, other agencies, organizations, and the public; identifies legislative issues related to housing development activities; prepares related analyses, responses, and recommendations for the Chief Executive Officer.
- Provides oversight for all human resources functions; coordinate and implement an effective human resources program for the Authority; oversees the planning, development, implementation, modification, coordination, and monitoring of a comprehensive Authority-wide training and career development program which includes leadership development, career planning/monitoring, mentoring, development of individual training plans, needs assessments, and training materials; works with the Chief HR Officer and stakeholders to define and execute the strategic direction for the performance management process and ensures that performance management is being leveraged appropriately

to drive organizational results; monitors the status of resolution of labor-management relations matters and oversees activities of the labor negotiations team.

- Performs other duties as assigned.

Behavioral Competencies

Strategic Capability and Leadership

- Provides mission, sets direction, and inspires others to deliver on the organizational mandate. Decisions are based on ethical and social responsible principles

Program and Project Management

- Plans, manages, and evaluates specific activities in order to deliver the desired outputs

People Management and Empowerment

- Directs the activities and development of team, while respecting their individuality and the benefit of diverse ideas and approaches

Problem Solving and Analysis

- Systematically identifies, analyzes and resolves existing and anticipated problems in order to reach optimum solutions in a timely manner

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 of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility

Client Services

- Provides timely, courteous, and quality service to an individual whether internal or external by anticipating individual needs, following through on commitments and ensuring that our clients have been heard

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

Professional Behavior

- Exhibits positive, polite, courteous, honest and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate

Communication

- Employee is clear, concise and organized in all facets of communication in order to fully transfer understanding. Actively listens and is aware of the audience to adapt message appropriately. Strives to communicate information with appropriate personnel in a timely manner

Teamwork

- Actively and collaboratively participates, despite personal differences, towards a common goal. Employee is open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team

Integrity

- Employee is honest with oneself, coworkers and clients. Stands up for what is right even in the face of opposition

Safety Awareness

- Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates and assists in the correction of any safety concerns where appropriate

Reliability and Judgment

- Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Authority expectations. Performs work in a reliable manner that is both accurate and timely.

Education and Experience

Required

- Bachelor's Degree in business administration, public administration, or related field(s)
- A minimum of seven (7) years of executive-level experience in residential property, assisted housing, or public housing management involving administrative policy development responsibilities.

- Must possess a minimum of three (3) years of experience in a supervisory capacity.
- Must have strong computer skills (MS Word, Excel, and Outlook), and have the ability to learn other computer software programs as required by assigned tasks.

Preferred

- Master's Degree preferred. An equivalent combination of education and experience may be considered.

Additional Requirements

- Must possess a valid state of Maryland driver's license and be insurable under the Authority's plan.
- Must be eligible for coverage under the Authority's fidelity bond.
- Must not engage in private real estate business.
- Must be available to work some evenings and weekends when necessary.

How to Apply

If you are interested in this exceptional opportunity, please submit a detailed resume immediately to:

Kimberly Sallie

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Should you have any questions in consideration of your own interest, or a referral of a colleague, please contact us at the number above.