



## Director of Housing Choice Voucher Program Columbia, Maryland Howard County Housing Commission

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

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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.



## Gans, Gans & Associates

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The Howard County Housing Commission, "Commission" was established in 1990 as the public housing authority for Howard County, Maryland. The Commission had three departments plus a small administrative staff.

They are:

- Asset Management Department: This department has a staff of 3 and oversees the management of 1,988 mixed finance units located in 17 sites throughout the Howard County. Property management is performed by contracted fee managers.
- Housing Choice Voucher Program: The department administers HUD vouchers (regular, HOPWA, Mainstream and Homeownership) plus a state sponsored "Bridges" program. The department has a staff of 7 and uses contracted fee managers to inspect the units.
- Development Department: This department is responsible for increasing and repositioning our stock of affordable housing in the County.

The Commission is independent from the County but shares some services, including retirement benefits, life insurance benefits and healthcare benefits. The Commission works closely with the County's Continuum of Care Program and Department of Development.

Howard County Maryland is conveniently located near Washington D.C. and Baltimore. The County has excellent schools and recreational amenities, a variety of real estate options and places of worship. Residency in Howard County is not required for this position.

### Ideal Candidate

The ideal candidate will be a "can-do", high-energy leader who delegates appropriately, but is also willing to enthusiastically roll up their sleeves and be a working manager. While technical skills are vital and required, it will be necessary for the individual to have exemplary interpersonal skills, with the ability to encourage others and listen to feedback, work closely with executive leadership and staff from all departments, and adapt quickly to changing priorities in this fast-paced organization. Critical thinking skills, a positive attitude and desire to increase the supply of affordable housing is a must for this position.

### Position Summary

The HCV Program Administrator position is responsible for providing management and leadership required to support the daily operations of the Housing Choice Voucher Program. The position responsibilities include a wide range of activities related to performance and regulatory compliance. Work is performed in a fast paced, high volume transaction environment; the position will be required to establish data integrity through risk analysis, data evaluation and reporting. The position reports to the Deputy Director. The successful candidate will manage and administer roughly 1,400 vouchers and at least three types of special purpose vouchers while ensuring the delivery of excellent customer service.

### Essential Duties and Responsibilities

- Promote and provide excellent customer service.
- Assist in the development and revisions of policies and procedures for the voucher rental assistance programs in accordance with federal regulations and Housing Authority policies.
- Prepare Annual Plan and 5-Year Plan.
- Assist in preparing in-house and HUD reports, and other documents for the voucher rental assistance program.
- Conducts quality control review of tenant files for annual re-certifications, portability moves, interim changes and program termination.
- Resolves problems and issues with clients and landlords as it pertains to the rental assistance programs.
- Maintain effective relationships with staff, landlords, participants, community agency personnel and the general public as it pertains to the HCV programs.
- Ability to act as a stand-in and perform all tasks as it relates to all programs i.e., intake, annual recertifications, interim income adjustments, move-ins, inspections, etc.
- Prepare and deliver monthly Board reports.
- Research and apply for grants for additional vouchers when available.
- Assist in determining staff training needs and conduct in-house training of staff.
- Possess proficient computer, oral and written communication skills.
- Must attend Board and other meetings outside of normal work.
- May act as a liaison between Housing Choice Voucher Counselors, Coordinators, and Inspectors.

## Knowledge, Skills and Abilities

### Knowledge

- Knowledge and application of federal regulations as it pertains to the programs.
- Knowledge and application of the Maryland Landlord and Tenant laws.
- General knowledge of city and county housing codes.
- Working knowledge of the principles of real estate management; working knowledge of finance and accounts as related to real estate management; ability to plan and supervise the work of others.
- Broad awareness of current trends in management consulting, organizational development, and administration of public and private for-profit organizations. Ability to apply this knowledge to the management of affordable housing programs and projects.

### Skills/Abilities

- Keep accurate and detailed records.
- Meet project deadlines and work effectively in pressure situations.
- Supervise the work of others.
- Interpret, explain, and apply applicable laws, rules, and regulations.
- Proficiency in the following programs: Microsoft Outlook, Word, Excel, and PowerPoint.
- Function in a matrix-style organization with a strong teamwork culture and willingness to act positively to sustain that culture.
- Establish and maintain cooperative relationships with elected and appointed officials; agency employees; residents of public housing and resident organizations; federal and state agencies; and other public, private, and community-based organizations with patience, diplomacy, tact, and courtesy.
- Sensitivity to, and experience with, working with ethnically and culturally diverse individuals, communities, agencies, and organizations which comprise the constituency of HCHC.
- Ability to handle shifting and multiple priorities in a fast-paced growth environment.
- Ability to establish effective working relationship with private landlords, real estate and property management companies, subordinates, and general public.
- Ability to maintain security and confidentiality.
- Strong organization, analytical, and problem-solving skills.
- Be a bold, progressive, and customer-focused leader with excellent communication (oral & written) and interpersonal skills.
- Ability to motivate and inspire staff; foster a high performing and team-oriented work environment and provide guidance and employee development while ensuring a culture of accountability, integrity, and respect.
- A propensity to understand and implement complex policies and governmental regulations is required.
- Ability to obtain high performer status on SEMAP submissions.
- While technical skills are vital and required, it is necessary for the individual to have exemplary interpersonal skills, with the ability to encourage others, listen to feedback, and work closely with executive leadership and staff from all departments.
- Ability to adapt quickly to changing priorities in a fast-paced organization.
- Serve as a mentor and coach to the HCV Team.

### Character Traits

- Honesty
- Enthusiasm
- Mission Oriented
- Integrity
- Resourcefulness
- Initiative
- Good Judgment
- Excellent Customer Service

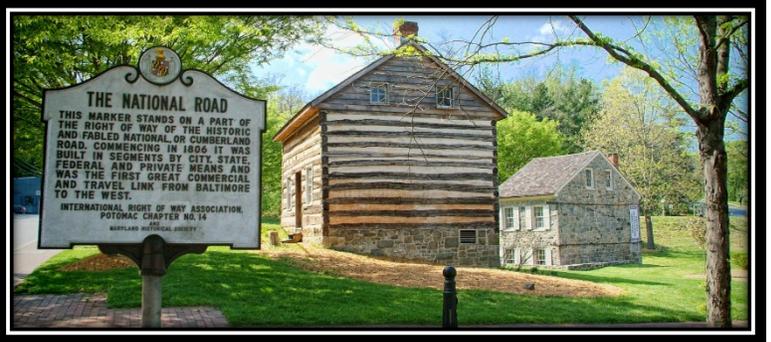
### Education, Experience & Requirements

- Bachelor's degree in Public Administration, Business Administration, Planning, Social Work or related field from an accredited college or university.
- A minimum of six (6) years of experience working in subsidized housing or property management.
- Experience in subsidized or related housing management is highly preferred and may substitute for having a bachelor's degree.

- At least five (5) years of management experience at a public housing authority working directly in the Housing Choice Voucher program is highly preferred.
- Must have a minimum of five (5) years of progressive supervisory experience.
- Also, must be motivated, organized and possess good written and oral communications.
- Knowledge of HUD and other federal, state, and local regulations related to the housing choice voucher operation of a public housing authority and nonprofit organization.
- While experience in housing is beneficial and necessary, it is critical that the HCV Manager be a relationship builder with effective leadership and management acumen and a positive presence with a commitment to excellence

#### **Licensure**

- Possession of a valid Maryland driver's license and automobile insurability by HCHC's insurance carrier – or ability to obtain within 6 months.
- Must be certified as a Manager of the Housing Choice Voucher (Section 8) Program or obtain certification within two (2) years of employment.
- Must be certified as an HQS Inspector or obtain certification within two (2) years of employment.



Howard County is a successful melding of old and new, urban, and rural, where the rolling green hills of the Piedmont meet the rocky fall line of the glaciers. From the small-town flavor of historic mill towns to the thriving model city of Columbia, Howard County makes everyone feel at home. Conveniently located in the heart of central Maryland between Baltimore and Washington, Howard County offers the charm of a historic past mixed with the excitement of a cosmopolitan community. The County is continually ranked among the most affluent, advanced, and educated communities in the United States. There is immediate access to leading educational and health care institutions, upscale retail, and outstanding recreation and entertainment. It is currently home to 110,370 households and boasts a thriving, vibrant economy, and

welcoming business environment, with proximity to 50 federal agencies, universities, Fortune 500 companies, technology, defense, and health care companies.

Designated as an “All-America County” by the National Civic League, Howard County is one of the nation’s most outstanding places to live, work and play! Howard County has a balanced blend of pastoral farms, historic towns, suburban communities, and urban lifestyle. Diversity surrounds you, from Columbia’s world-class shopping mall to Historic Ellicott City’s Main Street, filled with antiques, boutiques, and cozy restaurants. With all of this and so much more, it’s no wonder that Howard County’s Columbia/Ellicott City area were named first in “America’s Best Places to Live” by MONEY magazine.

Howard County has also been recognized as:

- “Best Educated” (adults over 25), according to the U.S. Census Bureau
- “Seventh Best School System” in the country by Forbes
- “First Among Great Public Library Systems” by American Libraries
- “Second Most Technologically Advanced Community in the U.S.” by USA Today
- “Ninth Best Quality of Life” by American City Business Journals.

### Geography

With a total land area of 160,640 acres, Howard is the second smallest county in Maryland. According to the Maryland Extension Service, 90% of the county is in the Piedmont Plateau (gently rolling hills) and 10% is in the Atlantic Coastal Plain (sandy soils). altitude ranges from 20 feet to 875 feet above sea level. Precipitation averages 43.4 inches per year.

Howard County has six regional parks, 24 community parks, seven golf courses, five lakes and over 200 miles of walking, hiking and biking trails. Sports Illustrated chose Howard County as one of only eight communities nationwide to receive the “Good Sports Communities of the Year” award.



### Economy

The U.S. federal government is the source of many jobs for Columbians. Several large U.S. Department of Defense installations and R&D facilities surround Columbia, the largest being the National Security Agency at Fort George G. Meade, and the Applied Physics Laboratory, both pre-dating the establishment of Columbia. Companies which have had research facilities in the area include W.R. Grace and Company and Westvaco. Further afield, many Columbians commute to government and government contractor jobs in the Baltimore and Washington, D.C. area.

Companies based in Columbia include W.R. Grace and Company, Sourcefire, PetMeds, MICROS Systems, Martek Biosciences, Integral Systems, Corporate Office Properties Trust, Shimadzu Scientific Instruments, Inc., customized business tablet computer provider JACS Solutions and the consumer research company Arbitron.

## Education

A great community deserves great schools, and the Howard County Public School System is a recognized source of local pride. The school system consistently ranks among Maryland's top school districts based on student performance on state assessments. Howard County students score above the national averages on standardized tests.

The Howard County Public School System manages 77 schools and serves approximately 58,000 students.

## Colleges and universities

Howard Community College is located near the town center, while the University of Phoenix, American Career Institute, Lincoln College of Technology, Loyola University Maryland, University of Maryland, Baltimore County, Maryland University of Integrative Health, and Johns Hopkins University have facilities on the east side of town at Columbia Gateway Business Park.

## Things to do (from visithowardcounty.com)

### Museums, Heritage & Historic Sites

Tour the B&O Railroad Museum: Ellicott City Station, the destination of the first 13 miles of railroad in America. Retrace the footsteps of soldiers both blue and grey along two-lane country roads to 9 sites along Maryland Civil War Trails including Savage Mill, Oakland Manor, and a one-room schoolhouse built by returning US Colored Troops veterans. Roll-up your sleeves and dig in at the Patapsco Female Institute, the stabilized ruins of a Victorian school for girls and an active archaeological site, or marvel at the engineering wonder that is the Thomas Viaduct celebrating its 175th anniversary. Take advantage of the interactive, docent led, group tours offered of historic Ellicott City by day to learn the five Rs (railroad, rock, river, road and rebuild) and by night to learn its haunted history!



## Arts & Culture

A vibrant visual arts community hosts a Plein Air in historic Ellicott City and a sidewalk street chalk art contest in downtown Columbia each summer. Pack a picnic for outdoor Shakespeare perched high-above Ellicott City under the stars. Free outdoor rock, pop and orchestral concerts, kid-friendly movies and even dance lessons are offered lakeside.



## Shopping

Right off I-95 between Baltimore & Washington DC, Historic Savage Mill – an 18th century cotton mill transformed into a haven of shops, artist studios and antique dealers – is a savvy shopper's dream come true. Shopaholics and fashionistas are welcomed at The Mall in Columbia with its 200+ trendy shops, themed restaurants and IMAX movies. Old Ellicott City makes for a perfect day of strolling, antiquing and upscale boutiqueing.

The Mall in Columbia, located in Town Center, is a large regional shopping mall with five anchor department stores (Nordstrom, Lord & Taylor, Sears, Macy's, and JC Penney), a multiplex movie theater, and more than 200 stores and restaurants.

There are several other major competing shopping centers in East Columbia, including Dobbin Center strip mall opened in 1983, Snowden Square big box retail on the remainder of the GE industrial site, Columbia Crossing I and II big box retail started in 1997, and Gateway Overlook.

Columbia's nine "village centers" provide residents with nearby shopping as well, often including supermarkets, gas stations, liquor stores, dry cleaners, restaurants, and hair salons. The village centers are laid out so that individual stores are not visible from the road, unlike traditional strip malls. The arrangement is criticized because it makes it difficult for newcomers and non-residents to know what shopping is available; it is praised for eliminating much of the garishness of roadside America.

## Pet Friendly Howard

Howard County welcomes leashed animals and their owners to many parks.

- Howard County Conservancy-Leashed dogs are welcome to wander The Howard County Conservancy trails every day with a human friend.
- Schooley Mill Horse Park-Bring your horse! This 192-acre park in Highland features an equestrian ring and riding trails. If you don't have a horse, additional amenities include playing fields, picnic areas, historical interpretation, and a state-of-the-art playground.

- Worthington Dog Park-Dogs are invited to enjoy socializing and running without the confines of a leash. Park features include separate enclosures for large, small, timid & elderly dogs.
- Columbia DogPark- an off-leash area operated and maintained by Columbia Association. Columbia DogPark offers a recreation and park setting for dog lovers and dog owners to enjoy. The park consists of 2.7 acres divided into two fenced areas one for small and one for large dogs.

## **Transportation**

### ***Airports***

Commercial air service is provided by Baltimore–Washington International Thurgood Marshall Airport, Ronald Reagan Washington National Airport, and Washington Dulles International Airport.