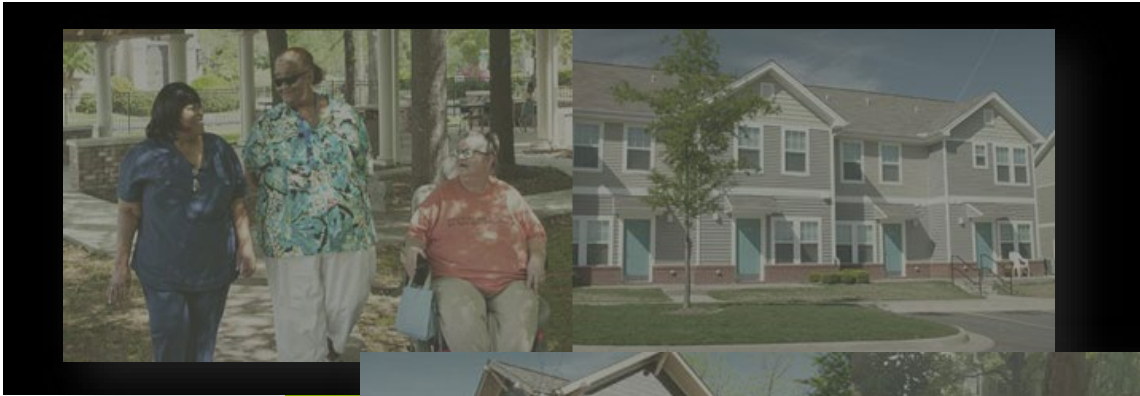




MHA
METROPOLITAN HOUSING ALLIANCE



Deputy Director, Little Rock, AR



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.

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The Housing Authority of the City of Little Rock (LRHA), Arkansas D/B/A Metropolitan Housing Alliance (MHA) was formed in 1941. It is the fourth oldest and largest housing authority in the state of Arkansas and has a long history of accomplishments and service to the Capital City Community.

MHA prides itself on administering federal subsidized housing and housing assistance to low-income persons and families within the city of Little Rock, Arkansas. MHA is a public body exercising exclusively public and essential government functions and having all the powers necessary and/or convenient to carry out and effectuate the purposes and provisions of the Housing Authorities Act.

MHA is governed by a five-member Board of Commissioners which establishes goals, approves policy, and budgets, and provides general direction to the MHA Executive Staff.

MHA's mission is to serve the residents of Little Rock by developing, owning, and operating safe, decent, and affordable housing in a manner that promotes thriving communities.

LRHA's Domain

The Authority has a total of 902 traditional public housing units, with an additional 200 affordable housing units, and 158 market-rate units which are located in mixed finance properties. MHA has an Annual Contributions Contract (ACC) authorization to administer 2,083 Section 8 Housing Choice Vouchers and 179 Veterans Affairs Supportive Housing (VASH) vouchers. Combined MHA provides housing assistance through its various housing programs to some 8,000 individuals.

The Future of LRHA

There has been a concentrated effort to improve the Authority's housing stock through demolition, redevelopment, and modernization projects. Some future plans include the utilization of the Authority's nonprofit, Central Arkansas Housing Corporation (CAHC), to serve as partner in public and private redevelopment opportunities. This is an affiliate of MHA and will focus on multifamily development, single family homeownership programs as well as property management opportunities.

Position Summary

This position is directly responsible to the Executive Director and is a key member of MHA's senior management team. This position works with the Executive Director in developing and managing programs to achieve the "Agency" vision and ambitious goals. This is a highly responsible administrative and functional leadership position involved in the planning, coordination, and management of Metropolitan Housing Alliance's operations. The Deputy Director supervises the Occupancy Staff, Site Coordinators, and HCV Staff. Work is performed in coordination with the Executive Director and other department heads, but with a high degree of independence within broad policy statements established by the Housing Alliance and the Department of Housing and Urban Development. Metropolitan Housing Alliance's mission is to build and maintain decent, safe, sanitary, and affordable housing for the eligible citizens of the City of Little Rock, Arkansas. Incumbent provides direction, leadership, and resources in order that the mission of the Agency is achieved through the collective effort of Agency employees and community partnerships with public, private, and non-profit entities. The Deputy Director will assist the Executive Director in all phases of the overall management of the Authority.

Essential Duties and Responsibilities

- Assists with supervision of staff, interprets laws and federal regulations into policies/procedures.
- Develops and supervises continued occupancy standards.
- Counsels with personnel concerning problems and provides problem resolution for Housing related complaints.
- Supervises the executive board process.
- Assists with personnel issues.
- Develops staff training programs.
- Handles marketing activities, assists the Executive Director with public relations programs.
- Prepares/consults/advises on grant application preparation, assists with Capital Grant Fund Budget administration.
- Participates in the annual/5-year plan process, assists with financial budgets for grants/modernization/operating budget, coordinates various special events for the Authority.
- Ensures that Agency and specific departmental goals are achieved or exceeded through the coordinated efforts of MHA employees; ensures that subordinate directors, managers, and employees are cognizant of MHA's goals and contribute to achieving them.
- Participates in land acquisitions; consults with engineers, architects, federal officials, city officials, contractors, Authority personnel, and others to accomplish development.
- Serves as Deputy Director in areas assigned by Executive Director, including serving as the Executive Director in his/her absence.

Competencies



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. This skill is characterized by the following types of behaviors:

- Makes expectations clear.
- Establishes a manageable workload.
- Accomplishes long-term objectives by planning and taking the necessary steps.
- Keeps focus on big picture while implementing details.
- Provides consistent and continuous feedback of work performance.
- Positively reinforces desired outcomes.
- Recognizes performance on a timely basis.
- Conducts performance reviews on time and provides complete and constructive feedback.
- Deals with sub-par performance effectively, sensitively and on a timely basis.

Responsiveness and Accountability

Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behaviors:

- Will not ignore a problem, even if it is not one's direct responsibility.
- Anticipates and acts to avoid a future problem.
- Reacts quickly and positively to customer and co-worker inquiries.
- Puts the highest priority on accomplishing objectives.
- Demonstrates flexibility in balancing job responsibilities and the ability to deal with change.
- Puts success of team above own interests and willingly assists others to succeed or complete tasks when needed.
- Demonstrates high-level of adaptability and willingness to help as needed.
- Takes responsibility for one's own actions.
- Ensures fair share of work is completed.
- Appropriately shares credit for work and ideas with co-workers and subordinates.
- Understands the importance of timeliness and accuracy in the workplace.
- Maintains a satisfactory attendance record and is consistently punctual.
- Focuses on work-related activities and acts in ways which support mission and goals of the Agency.

Customer Service

Meets/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. Recognizes working colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally, and politely.
- Anticipates what customer wants and works to provide it.
- Initiates action/response to customer complaint/inquiry.
- Responds in a timely, effective manner, even if just following up.
- Considers every customer interaction as important.
- Always delivers on customer commitments, measures performance.
- Translates customer information to others in the organization with a need to know.
- Ensures that consultation, products, and services delivered address the customer's needs by asking customer for feedback.

Effective Communication

Ensures important information is passed to those who need to know; 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. This skill is characterized by the following types of behaviors:

- Willingly shares information.
- Recognizes important information and ensures that others that need to know are informed.
- Clearly and concisely expresses ideas and concepts orally and in writing.
- Listens openly and non-judgmentally.
- Expresses disagreement tactfully and sensitively.
- Summarizes input, then checks for understanding.
- Listens without interrupting.
- Uses correct grammar, spelling, and punctuation.

- Maintains eye contact when speaking.
- Thinks through main ideas that he/she is trying to express.
- Ensures information is accurate; stops rumors from spreading.

Commitment

Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen.
- Maintains positive "can-do" attitude; successfully meets or exceeds goals.
- Demonstrates dedication to and understanding of the mission of the organization.
- Contributes to a positive team spirit.
- Takes ownership of issues and problems, even when originating in other areas.
- Consistently demonstrates effort to meet and exceed internal/external client expectations.
- Overcomes obstacles to complete projects/tasks successfully.
- Continuously improves own performance standards and results.
- Makes specific changes in work processes to improve performance.
- Learns and applies new information quickly.

Qualifications

Education and/or Experience

- A bachelor's degree in Business or Public Administration from an accredited four-year college is required.
- Minimum of (5) years of management experience that includes interpreting laws and regulations, supervision of non-exempt and exempt employees and project management.
- Must demonstrate working knowledge of accounting and human resources.
- Must demonstrate exemplary written and verbal communication skills.
- Knowledge of HUD Public Housing Programs and regulations preferred.

Language Skills

Ability to read, analyze, and interpret general business periodicals, technical procedures, or governmental regulations. Ability to write complex reports and business correspondence. Ability to effectively present information and respond to questions from the Board, employees and the general public and media. Ability to articulate the mission and vision of the Agency with strong, persuasive presentation skills.

Mathematical Skills

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to solve problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

Individual should be competent working with word processing, internet, e-mail, and spreadsheet software.

Other Skills and Abilities

Must possess extensive knowledge of the laws, rules and regulations governing federal and State of Arkansas public housing; knowledge of maintenance operations and the capital fund program; experience working with people of various socio-economic backgrounds. Should possess extensive knowledge of real estate development transactions. Must possess exceptional influential, collaboration, interpersonal, and conflict management skills.



As Arkansas's capital city, Little Rock is renowned for its charming hospitality, history and culture.

Little Rock is a cultural, economic, government, and transportation center within Arkansas and the South. Several cultural institutions are in Little Rock, such as the Arkansas Arts Center, the Arkansas Repertory Theatre, and the Arkansas Symphony Orchestra, in addition to hiking, boating, and other outdoor recreational opportunities. Little Rock's history is available through history museums, historic districts or neighborhoods like the Quapaw Quarter, and historic sites such as Little Rock Central High School. The city is the headquarters of Dillard's, Windstream Communications, Acxiom, Stephens Inc., University of Arkansas for Medical Sciences, Heifer International, Winrock International, the Clinton Foundation, and the Rose Law Firm. Other corporations, such as Amazon, Dassault Falcon Jet, LM Wind Power, Simmons Bank, Euronet Worldwide, AT&T, and Entergy have large operations in the city. State government is a large employer, with many offices downtown.

Arts and Culture

Cultural sites in Little Rock include the following.

- Arkansas Arboretum – at Pinnacle Mountain, it has a trail with flora and tree plantings.
- Arkansas Arts Center – The state's largest art museum, containing drawings, collections, children's theater productions, works by Van Gogh, Rembrandt, and others in eight art galleries, a museum school, gift shop and restaurant.
- Arkansas Symphony Orchestra – In its 41st season, the orchestra performs over 30 concerts a year and many events.
- Heifer International – Headquarters of the global hunger and poverty relief organization, adjacent to the Clinton Presidential Center
- Quapaw Quarter – Start of the 20th century Little Rock consists of three National Register historic districts with at least a hundred buildings on the National Register of Historic Places.
- Robinson Center Music Hall – The main performance center of the Arkansas Symphony Orchestra.
- Wildwood Park for the Arts – The largest park dedicated to the performing arts in the South. It features seasonal festivals and cultural events.

Museums

- The Arkansas Arts Center, the state's largest cultural institution, is a museum of art and an active center for the visual and performing arts.
- The Museum of Discovery features hands-on exhibits in the fields of science, history and technology.
- The William J. Clinton Presidential Center includes the Clinton presidential library and the offices of the Clinton Foundation and the Clinton School of Public Service. The Library facility, designed by architect James Polshek, cantilevers over the Arkansas River, echoing Clinton's campaign promise of "building a bridge to the 21st century". The archives and library contains 2 million photographs, 80 million pages of documents, 21 million e-mail messages, and nearly 80,000 artifacts from the Clinton presidency. The museum within the library showcases artifacts from Clinton's term and has a full-scale replica of the Clinton-era Oval Office. Opened on November 18, 2004, the Clinton Presidential Center cost \$165 million to construct and covers 150,000 square feet within a 28-acre park.
- The Historic Arkansas Museum is a regional history museum focusing primarily on the frontier time period.
- The MacArthur Museum of Arkansas Military History opened in 2001, the last remaining structure of the original Little Rock Arsenal and one of the oldest buildings in central Arkansas, it was the birthplace of General Douglas MacArthur who went on to be the supreme commander of US forces in the South Pacific during World War II.
- The Old State House Museum is a former state capitol building now home to a history museum focusing on Arkansas' recent history.
- The Mosaic Templars Cultural Center is a state operated history museum focusing on African American history and culture in Arkansas.
- The ESSE Purse Museum illustrates the stories of American women's lives during the 1900s through their handbags and the day-to-day items carried in them



Theatre

Founded in 1976, the Arkansas Repertory Theatre is the state's largest nonprofit professional theatre company. A member of the League of Resident Theatres (LORT D), The Rep has produced more than 300 productions, such as 40 world premieres, in its building located in downtown Little Rock. Producing Artistic Director John Miller-Stephany leads a resident staff of designers, technicians and administrators in eight to ten productions for an annual audience in excess of 70,000 for MainStage productions, educational programming and touring. The Rep produces works from contemporary comedies and dramas to world premieres and the classics of dramatic literature.



Colleges and Universities

Little Rock is home to two universities that are part of the University of Arkansas System: the campuses of the University of Arkansas at Little Rock and the University of Arkansas for Medical Sciences are located in the city.



A pair of smaller, historically black colleges, Arkansas Baptist College and Philander Smith College, affiliated with the United Methodist Church, are also in Little Rock.

Located in downtown is the Clinton School of Public Service, a branch of the University of Arkansas System, which offers master's degrees in public service.

Pulaski Technical College has two locations in Little Rock. The Pulaski Technical College Little Rock-South site houses programs in automotive technology, collision repair technology, commercial driver training, diesel technology, small engine repair technology and motorcycle/all-terrain vehicle repair technology. The Pulaski Technical College Culinary Arts and Hospitality Management Institute and The Finish Line Cafe are also located in Little Rock-South.

There is a Missionary Baptist Seminary in Little Rock associated with the American Baptist Association. The school began as Missionary Baptist College in Sheridan in Grant County.