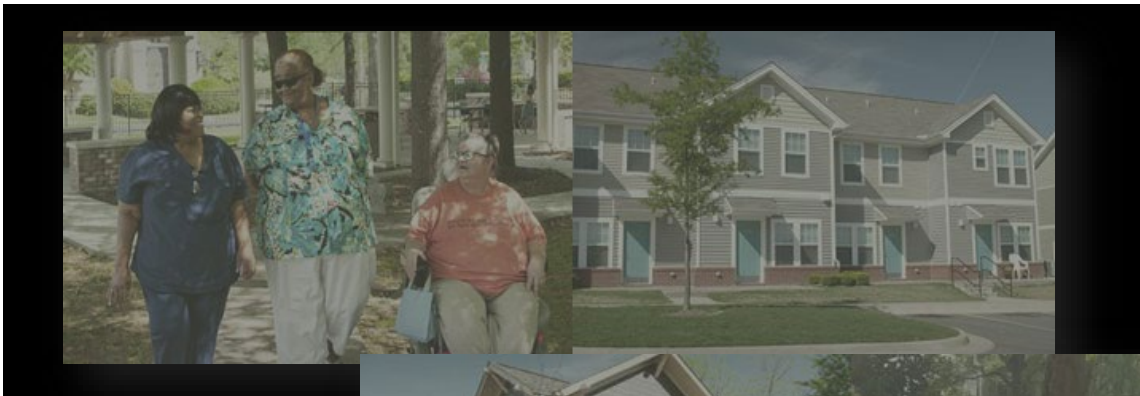




**MHA**  
METROPOLITAN HOUSING ALLIANCE



**Director of Section 8/HCV Program, Little Rock, AR**



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.

**Gans, Gans & Associates**

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[www.gansgans.com](http://www.gansgans.com)

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**

The Director of Section 8/Housing Choice Voucher Program (HCVP) will report to the Executive Director on all assisted housing activities including government regulations, budgets, and programs.

### **Essential Duties and Responsibilities**

- Overall responsibility for managing the Section 8/HCVP Department.
- Review government regulations and establish management policies and procedures to assure compliance.
- Prepare departmental budget.
- Responsible for preparation of reports and documents related to programs.
- Participates in long range planning in area of responsibility.
- Oversee contracts with private landlords and resolve problems.
- Oversee Mod-Rehab Program and serve as contract administrator for HUD.
- Conduct surveys and analysis necessary to assure effective and efficient operation programs Ensure that HUD regulations, Fair Housing and Equal Opportunity laws, and the MHA policies and procedures are followed.
- Represent MHA at meetings with external partners and special interest groups. Provide educational presentations to facilitate inter agency understanding and promote the Authority's programs.
- Establish and maintain a strong and collaborative relationship with other MHA departments and with management of public and private agencies that support our clientele.

### **Qualifications**

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

- Bachelor's degree in business, public administration, or an equivalent amount of training/experience.
- Master's degree or higher preferred.
- Ten or more years of increasingly responsible experience in a position related to Section 8/ HCVP management and assisted housing.
- Five years of experience in a responsible management position, with supervisory responsibility.
- Demonstrated ability to manage a multifaceted transaction.
- Proficient in Microsoft Office Suites.



## Knowledge, Skills and Abilities

- Must have excellent writing and verbal skills
- Working knowledge in governmental systems and processes
- Excellent interpersonal skills.
- Demonstrated ability to complete tasks thoroughly and on schedule.
- Demonstrated ability to communicate effectively to diverse audiences and for diverse purposes.
- Demonstrated sensitivity to the needs and culture of low-income public housing families.
- Demonstrated ability to operate successfully in a culturally diverse work environment.
- Knowledge of project budgeting and budget controls.

## 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.

## **Language Skills**

Ability to read and interpret documents such as budgets, leases, invoices, instruction or procedure manuals and governmental regulations. Ability to write complex reports and correspondence that are generally error free. 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 add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, percent, and basic statistical data and to draw and interpret bar graphs. Ability to understand accounting and financial analysis.

## **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete 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**

To perform this job successfully, an individual should have strong knowledge of spreadsheet software (MS Excel), word processing (MS Word) software and e-mail software. Ability to learn other computer software programs as required by assigned position.

## **Certificates, Licenses, Registrations**

- Valid Arkansas Driver's License, and insurable by MHA carrier.
- Must be bondable.

## **Other Skills and Abilities**

Should possess extensive knowledge of HUD regulations, general real estate and landlord/tenant laws, economics, finance and property management procedures; a general knowledge of business related theories and practices including: economics, finance, accounting, law, project management, etc; and a demonstrated knowledge of project management principles and practices.



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.