



Position Description

Chief Operating Officer

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

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Chief Operating Officer

About HRHA

Hopewell Redevelopment and Housing Authority (HRHA) has served qualified low-income families in the City of Hopewell since 1939. Its mission is to promote adequate and affordable housing, expand economic opportunity, and provide a suitable living environment free from discrimination. HRHA receives annual funding from the U.S. Department of Housing and Urban Development to administer public housing and Housing Choice Voucher programs. Governed by a seven-member Board of Commissioners appointed by the Hopewell City Council, the authority also pursues residential and commercial redevelopment, partners with local agencies and nonprofit organizations, and works to improve residents' quality of life through housing, community revitalization, and supportive opportunities.

Position Overview

The COO manages HRHA's daily operations, supports and acts for the CEO, and oversees housing programs, projects, compliance, finances, contracts, and staff. The position also serves as EIV Coordinator, Section 504 Coordinator, and agency Hearing Officer.

Key Responsibilities

- Oversee 256 public housing units and 611 Housing Choice Vouchers, including occupancy, leasing, rent collection, inspections, recertifications, resident services, and complaints.
- Monitor PHAS and SEMAP performance, HUD reporting, capital funds, budgets, utilization, reserves, fees, and monthly financial results.
- Manage agency projects, consultants, contractors, service contracts, schedules, budgets, and resources.
- Ensure compliance with HUD rules, fair housing and accessibility laws, HRHA policies, and recordkeeping requirements.
- Conduct applicant and participant reviews or hearings and manage accommodation, accessibility, and transfer requests.
- Build partnerships with landlords, police, schools, social services, and other community organizations.
- Produce program reports in Encompass and perform other assigned duties.

Operational and Program Oversight

The COO is responsible for keeping housing operations efficient, compliant, and responsive. For Public Housing, this includes monitoring rent collection, occupancy, leasing, work orders, resident counseling, complaint resolution, and compliance with HUD physical condition standards. For the Housing Choice Voucher program, the COO tracks voucher use, annual and interim recertifications, housing quality inspections, and required participant records. The COO reviews performance under the Public Housing Assessment System and the Section Eight Management Assessment Program, identifies weaknesses, and directs corrective action when needed.

The position also coordinates agency projects from approval through completion. This includes developing schedules, monitoring budgets, assigning staff and other resources, working with consultants and contractors, and maintaining project information in Basecamp. Service contracts must be reviewed for quality, adherence to specifications, timely renewal, and value to the agency.

Compliance, Finance, and Resident Service

The COO implements required HUD policies and confirms that programs meet federal reporting and recordkeeping standards. Financial oversight includes forecasting annual funding, reviewing monthly results, comparing actual costs with approved budgets, and monitoring program utilization, reserves, administrative fees, and capital fund spending. The COO audits leasing and occupancy files, documents findings, and follows up on needed corrections.

As Section 504 Coordinator, the COO manages reasonable accommodation and transfer requests, evaluates accessibility needs, and updates the agency transition plan. As Hearing Officer, the COO conducts informal reviews and hearings when applicants or participants challenge an agency decision, ensuring that the process is fair, consistent, and properly documented. The role also maintains working relationships with landlords, law enforcement, schools, social service agencies, and community organizations that support residents and program participants.

Supervisory Responsibilities

Supervises Public Housing, Housing Choice Voucher, and Project-Based Voucher staff. Duties include hiring, training, assigning work, evaluating performance, addressing conduct and complaints, and resolving workplace problems.

Leadership Expectations

The COO sets clear expectations, delegates work appropriately, monitors results, and gives employees timely feedback. The role requires dependable follow-through, sound judgment, ethical conduct, and the ability to solve problems before they disrupt service. The COO should communicate clearly, listen carefully, keep the CEO and staff informed, and respond constructively to questions or concerns. Effective performance also requires teamwork, initiative, adaptability, continued professional development, and a consistent focus on service to residents, participants, colleagues, and community partners.

Required Qualifications

- Bachelor's degree in business administration, public administration, or a related field; master's degree preferred.
- Progressively responsible public housing, property management, or Housing Choice Voucher experience, including staff supervision.
- Public Housing Manager certification preferred or required within two years; Housing Choice Voucher certification required within the same period.
- Knowledge of federal housing rules, civil law, collections, fair housing, disability access laws, and HRHA policies.
- Strong leadership, communication, problem-solving, planning, teamwork, accountability, initiative, and integrity.
- Valid Virginia driver's license and successful criminal background and drug screenings.

Physical Demands and Work Environment

The position frequently requires standing, walking, using hands and fingers, bending, stooping, kneeling, or crawling. It occasionally requires sitting and lifting, pushing, or carrying items up to 50 pounds. The employee must also use sufficient visual acuity to operate equipment, read technical information, and use a keyboard.



About the City of Hopewell

Hopewell is an independent city in the Richmond metropolitan region, located at the meeting of the James and Appomattox Rivers. The city covers about 10.4 square miles of land and had an estimated population of approximately 23,300 in 2025. Its compact size, waterfront setting, and access to major roads, rail lines, and regional markets have shaped both its history and economy.

Hopewell's roots reach back to 1613, when City Point was established on the bluff above the rivers. The location later became strategically important during the Revolutionary War and the Civil War. In 1864 and 1865, General Ulysses S. Grant directed the Siege of Petersburg from City Point, which became one of the world's busiest ports and supported a large military hospital. Modern Hopewell developed rapidly after the DuPont Company opened an explosives plant in 1914. Following a major fire in 1915, the community rebuilt quickly, earning the nickname "Wonder City," and Hopewell was incorporated in 1916.

Manufacturing remains central to the local economy. Over time, Hopewell has produced chemicals, paper and packaging materials, synthetic fibers, china, and other industrial goods. Major industrial names associated with the city have included DuPont, Honeywell, Hercules, Evonik, Smurfit-Stone and its successors, AdvanSix, and Ashland Chemical. Today, the city's economic development efforts emphasize retaining and expanding industry, redeveloping commercial and industrial sites, improving infrastructure, supporting small businesses, attracting new investment, and growing tourism. Hopewell also benefits from its location in the Tri-Cities area near Petersburg, Colonial Heights, Fort Gregg-Adams, and the greater Richmond region.

Things to Do in Hopewell

Hopewell offers a mix of history, arts, riverfront recreation, and local dining. Popular options include:

- **Explore City Point and Appomattox Manor:** Visit the historic property that served as General Ulysses S. Grant's headquarters during the final months of the Civil War.
- **Tour Weston Manor:** Learn about the people who lived and worked at this historic home overlooking the Appomattox River; check ahead for tour availability.
- **Enjoy the Hopewell Riverwalk and waterfront:** Walk along the river, take in scenic views, or spend time at Old City Point Waterfront Park and the Hopewell City Marina.
- **Attend a show at the Beacon Theatre:** See live music and other performances at Hopewell's restored downtown venue.
- **Discover downtown Hopewell:** Visit local restaurants and shops, explore the city's architecture, and look for community events and seasonal activities.

- **Plan an outdoor outing:** Use regional river-access points for paddling and fishing or follow the area's scenic routes and walking tours.
- **Start at the visitor center:** The Hopewell/Prince George Visitor Center offers maps, visitor guides, and suggestions for attractions throughout the area.