



City of Phoenix

DEPUTY HOUSING DIRECTOR

JOB CODE 08770

Effective Date: 06/11

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to direct a division or major program area of the Housing Department. Areas include property management for city-owned public and affordable housing or contracted or mixed finance properties; public housing modernization and department construction services; resident and community services; Section 8 administration; self-development/project management; loan services for creation of affordable rental and homeownership; and management services support functions. Work involves ensuring that the federal regulations and requirements are met; maximizing occupancy levels; providing optimal customer service to all residents; and monitoring and positively controlling the financial performance and budgets at each of the sites. Incumbents in this class supervise professional, supervisory and technical staff, and consult and coordinate with other City officials or those from other jurisdictions. Assignments are broad in scope and require the use of independent judgment and initiative in making technical decisions and policy recommendations of considerable difficulty. The incumbent works under the general direction of the Housing Director and work is subject to evaluation based on results.

ESSENTIAL FUNCTIONS:

- Provides overall management and program direction for each assigned program;
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- Creates, reports and manages critical operations matrices to ensure effective operations;
- Prepares and reviews studies and reports;
- Makes recommendations on annual budgets and manages monthly budgets for program operations;
- Instructs staff in general policies and procedures and conducts staff conferences, meetings, and training;
- Confers with other officials, citizens, and community organizations to explain the City's housing objectives, policies, services, and needs;
- Recommends changes in policy, procedure, and program development and implementation;
- Implements innovative solutions to reduce costs and increase the efficiency and effectiveness of programs and services;



City of Phoenix

- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Maintains regular and reliable attendance.
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of management.
- Principles and practices of management.
- Principles and practices of personnel management and supervision.
- Principles, practices and problems of public administration and housing programs/issues.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Work cooperatively with employees, clients and the public.
- Communicate orally in the English language with co-workers, customers, clients, and the public using a telephone and in group and face-to-face settings.
- Comprehend and make inferences from materials written in the English language.
- Produce written documents in the English language using proper sentence structure, grammar, spelling, and punctuation.
- Observe, compare, and monitor data (such as financial reports) to determine compliance with prescribed operating or safety standards.
- Provide leadership in implementing City and department policies and programs.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee does not have personal insurance coverage.



City of Phoenix

- Some positions will require the performance of other essential and marginal functions.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of managerial experience in a large urban institution with authority for housing or related program direction and budget administration, and a bachelor's degree in public or business administration, planning, finance or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.