



Housing Authority of the City of Reno

Announces an Open Competitive Recruitment for ***RESIDENT SERVICES ADMINISTRATOR***

THE POSITION

Under general direction, the Resident Services Administrator performs a broad range of duties related to the planning, implementation, supervision, and optimization of programs offered by the Housing Authority's Resident Services department. The Resident Services Administrator assists in the management of staff and all Resident Services department functions.

THE JOB DESCRIPTION IS ATTACHED TO THIS ANNOUNCEMENT

WHAT WE DO

The RHA helps ensure nearly 9,000 people in the Truckee Meadows have a safe, secure place to call home. We are the largest provider of affordable housing in Washoe County, proudly assisting families and individuals in our community.

WHY APPLY?

The RHA is committed to developing a team that embraces our mission and core values throughout our local community. To offer superior service to our clients, we invest substantially in professional growth and development and are focused on exemplifying our underlying values of integrity, trust, leadership, progress and customer service. We offer **competitive salaries** based on skills and experience, an **exceptional benefits** package, a robust defined benefit retirement plan, and ample **opportunities for growth**. Our benefits package includes:

- ◆ **100% employer paid** health, dental, vision & life insurance
- ◆ Flexible Spending plan.
- ◆ **Excellent vacation & sick leave** accrual program
- ◆ Thirteen (13) paid Holidays
- ◆ **100% employer paid** retirement contribution for the Public Employees Retirement System (PERS)
- ◆ **Paid Parental Leave**
- ◆ 457(b) retirement savings program
- ◆ **Employer paid** life insurance and AD&D
- ◆ Positive, friendly work environment focused on providing work/life balance

SALARY PAY RANGE

- ⇒ Starting annual salary \$65,998.40
- ⇒ Merit increases to \$97,552.00

CONDITIONS OF EMPLOYMENT

This is a full-time, exempt position. The RHA is committed to ensuring a safe, productive and positive work environment through a Drug and Alcohol-Free Workplace. Selected candidates will need to complete a pre-employment drug screen and background checks including a criminal history check and credit check.

TO BE CONSIDERED

If interested and meet the minimum qualifications for this position you are encouraged to complete an application at www.renoha.org. If reasonable accommodation is required, please contact the RHA Human Resource Director at HR@renoha.org

Please submit a complete application on or before the close date to HR@renoha.org. While you may include a resume, the RHA cannot accept resumes in lieu of a completed application.

EQUAL OPPORTUNITY EMPLOYER

The Reno Housing Authority is an equal opportunity employer. The RHA is committed to the principles of Equal Employment Opportunity (EEO) in accordance with applicable Federal and State law, and Executive Orders. Our policies prohibit unlawful discrimination based on race, color, creed, gender, religion, marital status, domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by Federal, State, or local laws.

CLOSE DATE: Open until filled

This recruitment may close at any time based on applications received. Qualified applicants are encouraged to apply as soon as possible.



RESIDENT SERVICES ADMINISTRATOR

DEPARTMENT: Resident Services
 REPORTS TO: Director of Resident Services
 Exempt/Grade: Exempt / Grade 7

SUMMARY

Under general direction, the Resident Services Administrator is responsible for a broad range of duties related to the planning, implementation, supervision, and optimization of programs offered by the Housing Authority's Resident Services department. Administrator assists in the management of staff and all Resident Services department functions.

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES

- Assists with the development, implementation and/or administration of the department's services and programs.
- Participates in managing the daily operations of the Resident Services department.
- Manages activities of resident services programs within established policies and procedures.
- Evaluates and recommends modification of resident services program operations to increase program effectiveness and outcomes.
- Supervises, guides, motivates, and evaluates assigned staff. Provides and coordinates staff training and works with employees to correct deficiencies.
- Collect and analyze data to assess the effectiveness of resident services programs, identify areas where there may be opportunities to modify programs to improve outcomes for residents and staff.
- Identifies funding opportunities for department programs and activities. Oversee the application, and administration of grant funding related to programs and services offered.
- Establishes relationships with agencies and service providers in the community. Serves as the department's contact with community partners and other departments within the Housing Authority, in Director's absence.
- Prepares and presents reports, information and training to residents and community stakeholders as needed.
- Review, develop and implement departmental policies and procedures.
- Assist in the development and administration of the department's annual budget.
- Provide oversight and planning for department community events.
- Participates in after-hours meetings and activities as needed.
- May serve as "back-up" to other positions in the Resident Services Department.
- May assist with work in other programs/departments as needed.
- Performs other related tasks and duties as assigned.

MINIMUM QUALIFICATIONS

- Bachelor's degree in social service field or a related field from an accredited college or university.
- Three (3) years of increasingly responsible experience in social work or social services with an emphasis in direct client work with individuals and/or families, case coordination, and program development.
- Two (2) years of experience as a supervisor or lead worker.
- Or an equivalent combination of education, training and experience which provides the knowledge and abilities necessary to perform the work as determined by Human Resources.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the theory, principles and practices in the design, implementation, and evaluation of individual and family supportive services programs.
- Knowledge of HUD and Authority low-income housing programs and regulations.
- Knowledge of ethical and legal obligations regarding confidentiality and program requirements.
- Knowledge of the community, its resources, and dynamics applicable to the delivery of Housing Authority programs.
- Ability to organize work, set priorities, meet critical deadlines, and follow up on assignments with minimum supervision.
- Ability to effectively make decisions, plan, organize, coordinate, and establish program goals.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Ability to prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Ability to handle confidential information with discretion and independent judgement, and in compliance with regulations, laws and policies.
- Ability to effectively communicate verbally and in writing.
- Ability to prepare and provide effective public presentations to diverse groups including culturally, socially and economically diverse populations, seniors, persons with disabilities, contractors, and professional colleagues.

- Ability to establish and maintain effective and cooperative working relationships with residents, contractors, vendors, RHA staff, and the public.
- Ability to use various computer programs accurately and efficiently.
- Ability to attend meetings outside working hours, and to travel to different sites and locations as required to perform job requirements.
- Ability to drive a vehicle to different RHA properties and locations, requiring a valid Nevada Driver's License in good standing.
- Skills in conflict resolution and mediation methods and techniques.
- Skills in providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work indoors in an office setting with the need to meet strict deadlines, regularly operate standard office equipment including computers, printers, telephones, and copiers.
- Stamina to sit for extended periods of time; vision to read printed materials; hearing and speech to communicate in person or over the telephone.
- Occasionally lift, carry, push, and pull materials and objects up to 10 pounds.

ADDITIONAL REQUIREMENTS

- Valid Nevada Driver's License at time of appointment with an acceptable driving record throughout employment is required.
- Obtain and maintain certifications, licensure or credentials that relate to the position as directed by the Authority.
- Provide a copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles at time of offer.