



Currently accepting applications for:

# Senior Housing Program Manager

**SALARY:** \$32.85 - \$38.40 Hourly  
\$5,694.69 - \$6,655.66 Monthly

**OPENING DATE:** 06/13/17

**CLOSING DATE:** 06/27/17 04:30 PM

**JOB SUMMARY:**

**About King County Housing Authority**

King County Housing Authority (KCHA), an independent municipal organization is a high performing nationally recognized leader in affordable housing. KCHA provides innovative and effective housing solutions so that people and communities can prosper. Our vision is that all residents of King County have quality affordable housing. KCHA is the largest housing provider in the county, and annually, the agency serves over 50,000 low-income individuals.

***We transform lives through housing.***

The Senior Housing Program Manager is responsible for supervising the initial points of customer contact with the department, including the lobby, switchboard, intake from the Section 8/Housing Choice Voucher waitlist, and customers porting-in from other Housing Authorities. The position is also supervises the New Housing staff responsible for negotiating and executing rental subsidy contracts with participating landlords. The ideal candidate will bring outstanding customer service skills and the desire to serve a diverse group of internal and external stakeholders and partners. The Senior Housing Program Manager leads a team working in a fast paced environment with a a high volume of work. The ability to motivate and encourage staff to provide the greatest level of customer service is essential. Interacting with a diverse population in a variety of situations will be key for the successful candidate. This is an excellent opportunity for someone who thrives in a fast paced environment, enjoys working with diverse customers and is committed to the highest standards in public service.

As one of six Senior Housing Managers, the candidate will serve as a member of the leadership team. The Senior Housing Program Manager is a supervisory position that oversees the implementation of housing programs. The individual selected for this position will plan, organize and manage the work of staff engaged in providing housing assistance subsidies and services to ensure effective housing programs. The Senior Housing Program Manager will be responsible for managing case workers, assigning work, and interpreting and explaining program requirements to staff, owners, and clients and providing overall office management.

**ESSENTIAL FUNCTIONS:**

- Responsible for the overall management of a team of professional Section 8 staff to include the planning, organization and evaluation of the work, the program and staff.
- Conducts regularly scheduled staff meetings, manages and monitors performance of staff and provides coaching for staff development; ensures outstanding customer service is delivered by all staff.
- Participates in developing, implementing and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives and work standards.
- Audits case files for accuracy and adherence to policies, procedures and regulations; identifies program integrity issues and follows through to ensure referral and/or other prompt, appropriate action.
- Assists in the analysis, development and implementation of policies and procedures applicable to area of assigned responsibility.
- Negotiates and resolves disputes with clients and landlords; explains program requirements, operations and procedures to landlords; conducts and responds to request

for administrative reviews; and conducts tenant/landlord conferences on matters not resolved by staff.

- Monitors month end balancing and reporting; prepares statistical and operational records and reports.

[Click here for additional details regarding this position's classification specification.](#)

## **QUALIFICATIONS AND COMPETENCIES:**

### **Required Qualifications:**

- Bachelor's Degree.
- Three to five years of relevant work experience in housing **OR** an equivalent combination of education and experience.

### **Required Knowledge, Skills, and Abilities:**

- Knowledge of and the ability to interpret and apply laws, rules, policies and procedures relating to housing assistance programs.
- Experience supervising staff including coaching and mentoring and providing strong leadership in a dynamic work environment.
- Works effectively and efficiently to provide quality service to satisfy service expectations; seeks ways to improve service delivery; assesses the organization and its services; emphasizes a team approach to providing great service.
- Applies effective written and verbal communication techniques to convey clear and timely messages to internal and external stakeholders; communicates clearly and effectively via multiple methods (i.e. via phone, email, and in person); listens to people's ideas and concerns; attempts to resolve confrontations, disagreements, and complaints in a constructive manner.
- Ability to exercise independent judgment, using analysis, experience, and perspective in solving problems or communicating decisions or actions.
- Values diversity and possesses an understanding of multicultural and cultural competencies; ability to work effectively and positively with individuals of diverse cultural and socioeconomic backgrounds; recognizes the value of diversity; understands power, privilege, and inequity.
- Effective interpersonal/human relations skills; with the ability to work collaboratively to garner the trust, respect, and confidence from others; can be relied upon to achieve excellent results; ability to work effectively under pressure in a fast paced environment; experience using and training staff on de-escalation techniques.
- A collaborative team member who is also a strong leader with well-developed organizational and time management skills; ability to develop effective working relationships; works cooperatively, exchanges ideas, and addresses issues in a constructive manner.
- Adapts to changing business needs, conditions, and work responsibilities; responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- Demonstrates responsible personal and professional conduct, which contributes to the overall mission and goals of KCHA; accepts personal responsibility for the quality and timeliness of work.
- Proficiency with MS Office to include Word, Excel, Outlook, and database software.

### **Special Requirements:**

- Consent to and pass criminal records background check.

## **POSITION INFORMATION AND APPLICATION PROCESS:**

### **Application Requirements:**

To be considered for this opportunity, you must:

- Complete the online application profile in its entirety.
- Upload a cover letter that addresses how your experience and education qualifies you to perform the essential functions listed in the job announcement. **(Cover Letter)**
- Upload a detailed résumé of all educational and professional experience. **(Résumé)**

**Salary & Benefits:**

The starting salary range of this position is \$32.85 - \$38.40 per hour (dependent upon qualifications). Performance based merit increase opportunities and COLAs are reviewed on an annual basis. A comprehensive health care benefits package for you and your dependents includes medical, dental and vision insurance, life and long-term disability insurance plans, vacation, sick and personal leave, tuition reimbursement, and retirement benefits are also available.

**Physical Work Environment**

*Incumbent(s) must be able to meet the physical requirements of the classification and have 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 is performed primarily in an office environment. Incumbents frequently use standard office equipment including personal computers, telephone and related equipment. Work entails high volume processing with tight deadlines.

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APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.kcha.org>

Position #2017025  
SENIOR HOUSING PROGRAM MANAGER  
SC

600 Andover Park West  
Tukwila, WA 98188  
206-574-1100  
206-574-1265

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**Senior Housing Program Manager Supplemental Questionnaire**

- \* 1. Do you have direct experience with the King County Housing Authority?
  - Yes, I am a current employee at KCHA.
  - Yes, I am a current temporary employee at KCHA.
  - Yes, I am a current resident of KCHA.
  - Yes, but not as described above.
  - No, I don't have any direct experience but I am willing to learn.
- \* 2. Which best describes your level of education?
  - High School Diploma or GED
  - Some College
  - Associate's Degree
  - Bachelor's Degree
  - Master's Degree or Higher
  - None of the above
- \* 3. Do you have working knowledge in any of the following housing programs? Please select all that apply.
  - Public Housing
  - Section 8
  - Tax Credit
  - No experience with housing programs.
  - Elderly Housing
  - Homeless
  - Immigrants/Refugees
  - Disabled
- \* 4. Please describe the type of working knowledge you have in each of the areas you identified above in question #3. Please limit your response to one sentence per example. (Working

knowledge implies you have worked or volunteered in an organization that dealt with or required you to have knowledge about housing programs in these categories).

\* 5. Which of the following best describes your level of proficiency with Microsoft Office programs including Word, Outlook, and Excel?

- I have no experience with Microsoft Office.
- Beginner
- Intermediate
- Advanced
- Expert

\* 6. Please identify your years of experience managing teams in the workplace.

- I have no experience managing teams in the workplace.
- I have less than one year of experience.
- I have 1 to 3 years of experience.
- I have 3+ to 5 years of experience.
- I have more than 5 years of experience.

\* Required Question