



Job Title:	Chief Operations Officer	Reports to:	Chief Executive Officer (CEO)
Status:	Full Time, Regular	FLSA:	Exempt
Department:	Administration/CIP	Location:	IRHA Administrative Office
Schedule:	Monday through Friday	Hours:	8 AM to 4:30 PM
EEO-1:	Executive/Senior Level Officials and Managers	SOC Code:	11-1021.00
Approved By:		Date:	

Job Summary: Plan, direct and oversee the day-to-day assigned operational activities of Interior Regional Housing Authority (IRHA) construction department and other designated operational activities, ensuring that the organization is managed and performing efficiently and effectively in collaboration with departmental managers. Provide a high level of support to the Chief Executive Officer.

Essential Functions:

- Direct and oversee IRHA business activities of the construction department.
- Develop and direct for-profit project activities.
- Assist the CEO in planning and achieving the strategic vision and goals of the organization.
- Propose policies, procedures, programs, budgets and organizational changes to the CEO that will improve day-to-day operations.
- Communicate and explain new directives, policies, or procedures to staff. Meet with entire department staff to explain changes, answer questions, and maintain morale.
- Plan department financials and budget activities with the Chief Finance Officer. Provide specific goals and review budgets and program proposals and needs.
- Plan and monitor financial reports and departmental budgets income, expenditures and program delivery. Recommend and/or conduct corrective actions in order to ensure cost management and funding compliance.
- Participate in regular meetings with departmental managers to ensure communication of overall organization activities.
- Provide leadership, manage and oversee operational activities of assigned staff. Advise and assist in the coordination of work with department managers.
- Directly supervise subordinate staff, including hiring, training, mentoring, evaluating, disciplining and termination in compliance with IRHA policies and procedures.
- Organize and oversee the work and schedules of assigned staff.
- Participate in hiring panel for IRHA staff members.
- Establish and implement policies, performance objectives and business activities in order to ensure operations and to increase desired outcomes in alignment of the mission, goals, and strategic plan of IRHA.
- Assist the CEO in developing and managing ongoing relationships with national, state and local governmental agencies, officials, organizations and private companies as related to housing authority issues.
- Monitor national, state and funding legislation that affects housing through the Native American Housing Assistance Self-Determination Act (NAHASDA). Participate in and perform legislative and political activities and processes to promote constructive housing legislation, as designated by the CEO.
- Provide accountability and regular reporting of departmental changes, concerns, financial activities to the CEO.
- Provide obligated reporting activities to funders, CEO, and other entities as requested or needed.
- Assist the CEO to ensure accurate, timely, relevant reporting to the Board of Commissioners on IRHA activities.
- Conduct planning activities through identifying project needs and meeting with IRHA designated Tribes before, during and after projects, as needed/requested. Ensure progress and activities are communicated to Tribes regularly.

- Ensure adherence to budgets and project scopes, when unexpected complications or issues arise, make quick and necessary adjustments and communicate to CEO.
- Oversee construction and rehabilitation projects and activities occurring in Fairbanks and all the participating areas serviced by IRHA. Ensure follow through and completion of projects.
- Ensure customer satisfaction and client satisfaction through communication of policy and procedures.
- Promote and ensure industry safety standards and regulatory compliance.
- Plan, organize and provide yearly safety and required construction related training for staff.
- Ensure all regulatory and safety codes are met on construction projects.
- Ensure work environments are adequate and safe.
- Oversee assigned departmental functions by ensuring cost effective procedures are utilized and appropriate procurement, purchasing policies, and program regulations are communicated and followed.
- Recommend and negotiate contracts and agreements with federal and state agencies as designated by the CEO.
- Troubleshoot a wide range of problems as they arise and keep the CEO informed of management activities.
- Provide technical advice (as a housing authority) to CEO and management staff.
- Promote a positive, professional and productive work environment, cultivating teamwork and effective communications systems between departments and with staff.
- Leads staff and recommend changes to ensure customer service and satisfaction.
- Serve as the Acting CEO in her/his absence.
- Project a positive image of the organization to employees, customers, industry, and community.
- Perform ongoing public and customer relations activities, e.g., community events and project visits as requested and appropriate.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Exceptional interpersonal, organizational and communication skills, integrity, respect for confidentiality, sound judgment and decision-making skills.
- Thorough understanding of practices, theories, and policies involved in in business and finance.
- Superior managerial and diplomacy skills.
- Track record of networking, teamwork and excellent communication skills.
- Excellent organizational skills and attention to detail.
- Extremely proficient in Microsoft Office Suite or related software.
- Excellent analytical, decision-making and problem-solving skills.
- Must be able to quickly and accurately assess the importance of a phone call, email, or document and take appropriate action to involve the appropriate people.
- Must maintain strict confidentiality of extremely sensitive data, records, files, conversations, etc.
- Self-motivated and able to grasp new concepts quickly.
- Willing and able to multi-task effectively with timeline and resources pressures.
- Ability to take initiative to identify and propose new tasks and procedures.
- Knowledge of Department of Housing and Urban Development and other Federal housing programs to include industry and agency standards and regulations as well as principles/methods for promoting IRHA products, programs and services
- Knowledge of and skill in the application of accounting principles and practices, financial analysis and reporting as applicable to government programs as well as local, state and federal laws.
- Knowledge of and ability to apply business and management principles involving strategic planning, resource allocation, asset management and coordination of people and resources, funding development, production methods.
- Ability to monitor and control resources and oversee the spending of money as related to housing and construction project management.
- Ability to respond effectively to budgetary inquiries and provide guidance and advice to staff on financial systems, processes and strategies.
- Able to effectively lead individuals and teams, direct projects, work effectively as a member of a team, provide guidance, mentoring and advice to staff.
- The ability to asses organizational production/performance and identify actions needed to improve relative to the goals and mission of the work and organization.
- Knowledge of principles and practices in providing customer service including customer/community needs, standards for quality services and feedback and evaluation of customer satisfaction.
- Thorough understanding of legal requirements relating to construction and building.

- Thorough understanding of quality building practices.
- The ability to travel for business activities.

Supervisory Responsibilities:

Provide leadership and general oversight to IRHA assigned staff. Directly supervise Administrative Assistant, Project Managers, Warehouse Supply Manager, Electrical Administrator, Mechanical Administrator, and overall construction staff.

Qualifications:

- Bachelors Degree in Business Administration or related field.
- Five years' experience serving in a management role.
- Valid driver's license.
- Equivalent qualifications may be substituted upon review.

Preferred:

- Master's degree in Business Administration.
- Extensive professional experience in leadership roles.
- Experience in a leadership role within a Housing Authority, Native organization or Construction Company.
- Strong Tribal Housing background experience.

WORKING ENVIRONMENT: The majority of the work is performed in a professional office setting with a wide variety of people in differing functions, personalities and abilities.

PHYSICAL DEMANDS: An individual will be required to work the majority of hours in a general office environment, and will need to be able to quickly respond to a change in work demands. Occasional light lifting (1-25 lbs.) is required. [Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions].

REASONABLE ACCOMODATION: It is IRHA's business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with physical or mental disabilities.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.