



CLIENT SERVICES MANAGER

Position specifications are intended to present a descriptive list of the range of duties performed by employees in the position. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To participate in the management, supervision, and coordination of the programs and activities of the Client Services Division; to coordinate assigned activities with other divisions and outside agencies; and to provide highly responsible and complex administrative support to the Executive Director of the Grand Forks Housing Authority.

SUPERVISION RECEIVED AND EXERCISED

This position receives direct supervision from the Executive Director.

This position exercises direct supervision over professional, technical, and clerical staff to include Launch Program Coordinators, Resident Services Coordinators, and Learning Center and Neighborhood Network Center Staff.

SPECIFICATIONS

Duties and Responsibilities include the following. *Other duties or tasks may be assigned as required. Management may modify, change, or add to the duties of this description at any time without notice.*

- Participate in the management for all services and activities of resident service programs, providing on-site services to residents of assisted housing complexes and neighborhoods.
- Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures.
- Directly participates in administering program services and activities where appropriate.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within Department Policy, appropriate service, and staffing levels.
- Select, train, motivate, and evaluate Client Services personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Participate in the development and administration of the Client Services annual budget; direct the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
- Serve as liaison for the Client Services Division with other divisions and outside agencies; negotiate and resolve sensitive and controversial issues.
- Serve as agency's Section 504 Coordinator. On behalf of GFHA, the 504 Coordinator monitors, implements and assures compliance with state and federal laws prohibiting disability discrimination, including Section



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504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA). The 504 Coordinator protects qualified individuals with disabilities from discrimination on the basis of disability. The 504 Coordinator reviews and approves requests for reasonable accommodations presented by clients of GFHA.

- Serve as staff on a variety of boards, commissions, and committees as necessary; prepare and present staff reports and other necessary correspondence.
- Provide responsible staff assistance to the Executive Director.
- Develop and coordinate funding sources to support programs and activities of the Client Services Division. Recommend modifications to Client Services programs, policies, and procedures as appropriate.
- Attend and participate in professional group meetings; stay abreast of current trends and innovations in the field of Permanent Supportive Housing.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Maintains a working knowledge of all Client Services programs to ensure the proper and efficient operation of same.
- Maintains current knowledge of and ensures compliance with all applicable state and local laws, particularly regarding resident-landlord relations, all applicable Fair Housing laws, and ensures that all supervised associates are familiar with and understand them.
- Maintains courteous and continuous communication with associates and residents in a respectful and professional manner. Communicates with residents regarding questions and concerns and takes steps to resolve issues or refers them to appropriate associates. Responds to all residents in a courteous and prompt manner, prepares correspondence to residents and maintains accurate conversation records.
- Responsible for the hiring and termination of all Client Services Department staff.
- As needed, purchases supplies adhering to the property budget and company policies and procedures.
- Reviews, codes, and approves all department vendor invoices and forwards to the Finance Department for processing.



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- Supports and motivates peers and staff to participate in company sponsored classes and provided training, with the objective of completing individual goals and objectives. Ensures staff is in compliance with all mandatory training.
- Supports industry networking and encourages staff to participate in industry association functions.
- Perform related duties and responsibilities as required.

QUALIFICATIONS (Knowledge, Skills, and Abilities)

Knowledge:

Operational characteristics, services, and activities of economic independence and self-sufficiency programs and housing programs; Management skills to analyze programs, policies, and operational needs; Principles and practices of program development and administration; Principles and practices of public and non-profit budget preparation and administration; Principles of supervision, training, and performance evaluation; Pertinent Federal, State, and local laws, codes, and regulations; Computer network systems, the Internet, and business and educational software; Marketing theories, principles, and practices and their application to program promotion.

Skills:

Communicate clearly and concisely, both orally and in writing; Establish and maintain effective working relationships with those contacted in the course of work; Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities; Maintain mental capacity, which allows for effective interaction and communication with others; Write grants in support of resident and client service programs.

Abilities:

Manage, direct, and coordinate the work of lower level staff; Select, supervise, train, and evaluate staff; Oversee and direct the operations, services, and activities of economic independence and self-sufficiency programs and housing programs; Develop and administer, division goals, objectives and procedures; Prepare and administer large and complex budgets; Prepare clear and concise administrative and financial reports; Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; Research, analyze, and evaluate new service delivery methods and techniques; Interpret and apply Federal, State, and local policies, laws, and regulations.

Experience and Training Guidelines:

Any combination of Experience and Training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in housing programs, including two years of administrative and supervisory responsibility.

Training:



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Equivalent to a bachelor's degree from an accredited college or university with major course work in human services, social work, public administration, or a related field.

WORKING CONDITIONS:

Environmental and Physical Conditions:

Office and field environment; travel from site to site; work with computers; Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

SALARY AND BENEFITS

This is an exempt position. Competitive salary depending on qualifications. Benefits include health insurance, retirement program, vacation, and sick leave.

SALARY RANGE: 47

Starting Range: \$49,535 - \$61,919, depending on qualifications

Grand Forks Housing Authority is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin, creed, sexual orientation, marital status, or familial status

I understand the description of this job and the essential functions, as given above.

Signatures

Facilities Department Manager

Date

Executive Director

Date

