

HOUSING AUTHORITY OF COLUMBUS, GEORGIA

Position Description

Position Title: Vice President of Operations

Reports To: President & CEO

Fair Labor Standards Act (FLSA) Status: Exempt

Department: Executive Management

POSITION OVERVIEW

Under the general direction of the President & CEO, the Vice President of Operations provides executive leadership and oversight of the Housing Authority of Columbus, Georgia's (HACG) core housing and resident-focused operations, including Property Management, Assisted Housing (Housing Choice Voucher [HCV], Project-Based Voucher [PBV], and Rental Assistance Demonstration [RAD]), Maintenance Operations, and Resident Services. The position ensures these departments work collaboratively, efficiently, and consistently to deliver high-quality housing, responsive services, and meaningful opportunities for residents while achieving organizational, financial, regulatory, and performance objectives. The Vice President of Operations serves as a key member of the executive leadership team and translates the President & CEO's strategic direction into effective day-to-day operations.

DUTIES & RESPONSIBILITIES

1. **Executive Leadership & Operational Oversight:** Provide executive leadership to HACG's operating departments; set performance expectations, hold department leaders accountable, coordinate across departments to eliminate silos, and direct corrective action when barriers or deficiencies arise.
2. **Property Management:** Provide executive oversight of the affordable housing portfolio, monitoring occupancy, leasing, collections, unit turnover, recertifications, and property conditions; ensure Property Management owns the full resident lifecycle and coordinates effectively with Maintenance, Assisted Housing, Resident Services, Finance, and Compliance.
3. **Assisted Housing Operations:** Provide executive oversight of HCV, PBV, RAD, and other assigned assisted-housing programs, monitoring voucher utilization, leasing, waitlist activity, Housing Assistance Payment (HAP) processing, recertifications, inspections, and portability; ensure coordination with Property Management for RAD/PBV properties and with Resident Services to connect voucher families to available resources.

4. **Maintenance & Physical Operations:** Provide executive oversight of maintenance, grounds, make-ready, preventive maintenance, warehouse, and fleet operations; monitor work-order performance, turnaround times, inspection results, and costs; ensure preparation for National Standards for the Physical Inspection of Real Estate (NSPIRE), Georgia Department of Community Affairs (DCA), lender, investor, and other inspections; promote preventive over reactive maintenance and monitor contractor and vendor use.
5. **Resident Services & Moving to Work (MTW):** Supervise the Resident Services Manager and set measurable expectations for resident programs and approved MTW initiatives; build partnerships with schools, local governments, nonprofits, employers, and healthcare providers. Evaluate programs on outcomes rather than participation alone and recommend expansion, modification, or discontinuation, and leverage grants and partnerships without unnecessarily increasing operating costs.
6. **Performance Management & Accountability:** Develop operational dashboards and scorecards, establish Key Performance Indicators (KPIs) with the President & CEO, conduct regular performance reviews with department leaders, and report operational performance, resident outcomes, and significant issues to the President & CEO. Key areas include occupancy and leasing, vacancy and turnaround, rent collections, voucher utilization, recertification timeliness, inspection performance, work-order completion, resident service and outcomes, MTW performance, operating costs, and regulatory performance.
7. **Compliance & Risk Coordination:** Work collaboratively with the Compliance Department while respecting its independence; keep operating departments responsible for compliance within their programs; require timely correction of findings, including corrective-action plans, from Compliance, auditors, the U.S. Department of Housing and Urban Development (HUD), DCA, investors, and lenders.
8. **Financial & Budgetary Responsibility:** Work with the Chief Financial Officer and department leaders to develop and monitor operating budgets; monitor expenses, staffing alignment, significant expenditures, vendor use, and Resident Services funding; identify efficiencies without compromising property conditions, resident services, or regulatory requirements.
9. **Policies, Process Improvement & Technology:** Ensure operational policies and procedures are current and consistently applied; simplify workflows and eliminate unnecessary handoffs; promote effective use of Yardi and other technology; lead cross-departmental improvement initiatives with appropriate implementation plans, training, and performance monitoring.
10. **Leadership Development:** Ensure department leaders effectively manage and develop their employees; address performance and employee-relations concerns promptly; build leadership capacity and succession planning; promote a culture of accountability, teamwork, customer service, and continuous improvement.

11. **Executive Partnership:** Serve as the President & CEO's senior executive for day-to-day operational performance and act on the President & CEO's behalf on delegated operational matters; resolve routine matters without unnecessary escalation and promptly escalate significant operational, financial, personnel, compliance, resident-service, or reputational risks. The President & CEO retains responsibility for overall strategy, Board relations, governmental and community relations, and major development initiatives.
 12. **Other Duties:** Perform other duties and responsibilities as assigned by the President & CEO.
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ORGANIZATIONAL RELATIONSHIPS

- **Direct Reports:** Chief of Property Management, Chief of Assisted Housing, Chief of Maintenance, and Resident Services Manager, plus other operational leaders designated by the President & CEO.
- **Coordinates With (Does Not Supervise):** Chief Financial Officer, Chief Development Officer, Compliance, Human Resources/Risk Management, Information Technology, and Executive Administration.
- **Compliance:** The Compliance Department reports independently to the President & CEO.

EDUCATION & EXPERIENCE REQUIREMENTS

- **Education:** Bachelor's degree in public administration, business administration, real estate, housing management, or a related field required; master's degree preferred.
- **Experience:** A minimum of seven years of progressively responsible experience in affordable housing, multifamily housing, public housing, assisted housing, resident services, or a related operational environment, including supervising senior-level managers and leading multiple functional areas.
- **Housing Program Knowledge:** Experience with HUD-assisted housing programs strongly preferred; experience with Low-Income Housing Tax Credit (LIHTC), RAD, PBV, HCV, NSPIRE, MTW, and mixed-finance housing preferred; public housing authority or comparable affordable-housing experience preferred.
- **Management:** Experience developing and monitoring operational budgets and performance measures.

KNOWLEDGE, SKILLS & ABILITIES

- **Executive Leadership:** Strong leadership and management skills, with the ability to manage through senior leaders rather than directly managing all operational activity;

establishes accountability while providing coaching and maintaining effective working relationships.

- **Housing Operations:** Strong understanding of affordable-housing operations and resident-focused services.
- **Analysis & Decision-Making:** Interprets operational, financial, and resident-outcome data and translates it into management action; strong problem-solving skills and timely decisions within delegated authority; brings the President & CEO both problems and recommended solutions.
- **Change & Project Management:** Ability to manage organizational change, with strong organizational and project-management abilities.
- **Communication:** Excellent written and verbal communication skills at all organizational levels.
- **Partnerships:** Ability to build effective relationships with residents, employees, Commissioners, government officials, community partners, developers, consultants, and other stakeholders.
- **Judgment:** Maintains confidentiality and exercises sound judgment.

PHYSICAL & SPECIAL REQUIREMENTS

- **Transportation:** Must possess and maintain a valid Driver's License and be insurable under the Authority's plan.
- **Bonding:** Ability to be covered under the Authority's fidelity bond.
- **Background & Assessments:** Must consent to and pass required assessments and a criminal records and driving records background check.
- **Physical Demands:** Work regularly requires sitting, speaking or hearing, using hands to finger, handle, or feel, and repetitive motions; frequently requires standing and reaching with hands and arms; and occasionally requires walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling, and lifting.

COMPENSATION & BENEFITS

Compensation: **\$145,000 - \$185,000**. The salary range provided is a good faith estimate; however, final pay is flexible and determined based on the candidate's qualifications, experience, and internal equity.

The Housing Authority of Columbus, Georgia (HACG) offers a comprehensive benefits package designed to support the financial, physical, and mental well-being of our team.

Retirement & Financial Security

- **Employer Contribution:** HACG may match up to 15% of base pay to a 457(b) Employee Deferred Compensation Plan (a tax-advantaged retirement plan for governmental employees) following six months of full-time employment.
- **Disability Coverage:** Long-term disability insurance is provided at no cost to the employee.

Health & Wellness

- **Medical Insurance:** HACG covers 75% of medical premiums, with no deductibles or co-pays if using in-network providers.
- **Dental & Vision:** HACG covers up to 75% of dental and vision premiums.
- **Mental Health:** Employees receive 12 visits per year through our Employee Assistance Program (EAP).
- **Fitness:** HACG will subsidize 50% of monthly membership dues for approved health club facilities.

Paid Time Off (PTO)

- **Vacation Leave:** Accrual begins upon hire, with eligibility to use leave after six months. Accruals scale with tenure, up to 25 days per year.
- **Sick Leave:** Employees accrue 13 days of sick leave per year, usable after 90 days of service for personal or immediate family care.
- **Holidays & Personal Time:** Includes 9.5 paid holidays, one floating personal day, and an additional 20 hours of personal time granted every calendar year, usable during the 6-month probationary period.