



1126 Albany St. ● Brunswick, GA 31520

[www.brunswickpha.org](http://www.brunswickpha.org) ● (912) 265-1334 Phone ● (912) 265-1280 Fax

<b>JOB DESCRIPTION:</b>	<b>DIRECTOR OF RESIDENT SERVICES</b>		
<b>DEPARTMENT:</b>	<b>RESIDENT SERVICES</b>	<b>REPORTS TO:</b>	<b>EXECUTIVE DIRECTOR</b>
<b>EMPLOYMENT STATUS:</b>	<b>FULL-TIME</b>	<b>FLSA STATUS:</b>	<b>EXEMPT</b>
<b>DATE CREATED:</b>	<b>12/08/2022</b>		

## Position Summary

Under the direct supervision of the Executive Director, responsible for overseeing the Brunswick Housing Authority Resident Services initiatives. The Resident Service Director will be responsible for coordinating and developing resident enhancement activities/services on all BHA properties. The Resident Service Director will work closely with the residents, Resident Councils, and Resident Advisory Board (RAB) to assure BHA is an effective partner for residents and their concerns.

## Primary Responsibilities:

- Works in close collaboration with the Director of Information Technology in providing leadership, direction, and guidance to staff and managing operational activities to achieve the department's long and short-range goals and business objectives.
- Directs the provision of IT support and services, managing the IT department's work teams and units including: Instructional Technology, Help Desk, Computer Labs, Media and Audio-Visual, Server and Network Administration, and Communication services.
- Assists the Director of Information Technology in formulating and implementing policies, procedures, and standards. Implements and manages customer support and technical services support models that address and bring resolution to the technical needs of the Housing Authority.
- Directs supervisors and IT staff working on projects to assess and improve the Housing Authority's IT operation and resolve client issues. Leads teams in the design and implementation of customer support and technical support models that address and meet the technical needs of the Housing Authority. Makes recommendations for technical improvements to business processes.
- Analyzes, develops, and recommends plans and solutions to operational, management, business process, or property-wide telecommunications and Data Center operations services including hardware and software activities and associated problems.
- Develops and maintains services catalog describing the offerings of IT's services and participates in the development of service level agreements for the delivery of those services.
- Identifies opportunities to develop systems that will enhance operational efficiencies; evaluates and recommends new tools and methodologies that will expedite or enhance the operational/development process.



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- Write and manage grants.
- Present to Federal, State, and Local Agencies relative to funding opportunities.
- Coordinate with Section 8 for SEMAP and program balance.
- Assist BHA into a transitional housing authority.
- Create a local charter within the housing authority for homeownership.
- Create programs for residents to achieve homeownership.
- Manage staff and coordinators.
- Assists in preparing, monitoring, and administering annual budget for the department, including staffing, equipment and supplies.
- Undertakes and performs the following and other work-related duties as assigned.

### Qualifications

- Bachelor’s degree in Social Work, Public Administration or a closely related field from an accredited college or University.
- One (5) year experience working with people of low-income; or three (3) years of documented and successful experience in community development or community organizing activities.
- Preference will be given to persons with local experience, demonstrated ties to affordable housing partners or public housing communities.
- Possession of valid driver’s license required.

### Knowledge and Skills

- Must have considerable knowledge of literature and sources of information available concerning federal, state and local laws.
- Thorough knowledge and experience in a housing assistance program or social services field preferred.
- Must be able to read, write, speak and communicate with confidence, patience and concern.
- General knowledge of the modern principles, practices, and techniques of maintenance and other functional areas within the Public Housing Authority (PHA).



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- Must be able to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Housing Authority.
- Ability to manage complexities and competing priorities.
- Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculators, pencils, legal pads, etc.
- Must be able to walk BHA properties regularly.
- Primarily sedentary with intermittent standing, walking, bending and stooping. Some lifting or carrying of objects of light weight may be required.

### Physical Requirements

- Must be physically able to operate a variety of automated office machines including computers, copiers, printers, calculators, facsimile machines, telephones, typewriter, etc.
- Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculators, pencils, legal pads, etc.
- Must be able to walk BHA properties regularly.
- Primarily sedentary with intermittent standing, walking, bending and stooping. Some lifting or carrying of objects of light weight may be required.

### Supervisory Controls

The Director of Resident Services receives instruction from the Executive Director regarding agency goals, priorities, and special assignments. The employee routinely works without direction of the Executive Director and is free to develop methods, deadlines, and/or objectives. When instructions are received, they are usually specific and detailed because they apply to unusual and rarely occurring situations. Normally the employee makes independent decisions pertaining to situations not covered by specific guidelines, but the Executive Director is consulted in serious or unusual circumstances. The work of the Director of Resident Services is reviewed for achievement of goals as appropriate to the circumstances and compliance with procedures. The employee provides guidance to subordinates, developing activities, setting priorities, establishing timelines, and modifying or making changes in the course of achieving global and priorities. The employee



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monitors the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals or objectives.

### Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated. From time to time, it may involve visits to housing developments, sites, dwellings, or facilities.

The Brunswick Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Brunswick Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

### Other Requirements

1. Must possess a State of Georgia driver's license and maintain a good driving record.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.
6. Ability to be covered under the Agency's vehicle insurance policy and fidelity bond.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

### Read and Acknowledged

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**Employee Signature**

**Date**

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**Employee Name [printed]**