

Charlottesville Redevelopment and Housing Authority

Job Description

Position: Modernization Manager
Reports to: Executive Director and designee
Classification: Full-Time Fair Labor Standards Act (FLSA) Exempt Salaried

In Charlottesville, we believe that quality, affordable housing is fundamental human right.

Who we are: We are the Charlottesville Redevelopment and Housing Authority “CRHA”. We continue to strive tirelessly and passionately to be *a resident-centered organization committed to excellence in providing affordable quality housing, revitalizing communities, and promoting upward mobility and self-sufficiency through partnerships in the public and private sectors.* We subscribe to a Residents First! philosophy that is grounded on relationships that develop and thrive only when mutual respect, dignity and commitment is afforded one another. At CRHA, relationships matter.

In addition to creating opportunities for our residents to reach their potential through housing programs and resident services, we also create opportunities for our employees for professional growth and to contribute meaningfully to the workplace and the community. We foster a collaborative and respectful work environment where every team member plays a significant role in working together to further our mission.

Who we are seeking:

CRHA is searching for a mission driven, flexible, high achieving individual that enjoys helping others to join our team as a Modernization Manager. A CRHA Modernization Manager is a problem-solver who recognizes that their success can only be measured by the successes of those we serve - our residents and our community.

General Statement of Duties:

This position fulfills the overall technical aspects involved in the project management for development and modernization of housing and other projects that is affordable, high quality, suitable to a range of needs, sustainable and attractive. It manages all aspects of specific Modernizations as assigned. The Modernization Manager shall perform all these responsibilities in service to CRHA’s mission to assist low-income households and other customers, and to do so in ways that aspire to programmatic and administrative excellence. Will involve assisting with project management needs for modernization of sites utilizing capital funds and other funding sources.

Knowledge, skills and abilities

Possess or acquire and maintain a high level of expertise in the current and evolving principles and practices in the following areas:

- Thorough knowledge of project management for the development process as it relates to residential development, especially multi-family construction;
- Extensive knowledge of Housing and Urban Development (HUD), state and local regulations, laws and ordinances regarding construction, zoning, land use, and section 504 of the Americans with Disabilities Act (ADA) requirements;
- Thorough knowledge of Federal, state and local laws, rules and regulations pertaining to contract administration, procurement/bidding and related matters; Housing Authority operating policies and procedures; HUD regulations pertaining to Mixed-Finance developments;

- Ability to do detailed feasibility analyses of housing projects concerning site acquisition, predevelopment activities, construction financing, and permanent financing;
- Ability to write real estate funding proposals;
- Good understanding of the public planning process;
- Working knowledge of public housing standards and housing quality standards;
- Prior experience working with community-based organizations;
- Demonstrate ability to get along with others effectively; to manage conflict; to participate as a team member; and to give and accept criticism constructively;
- Write clearly and informatively; edit work for spelling and grammar; vary writing style to meet needs; present numerical data effectively; able to read, write and interpret documents of a technical nature.
- Able to approach problems pro-actively, analyze, identify alternative solutions, project consequences of proposed actions, positive solutions and implement recommendations in support of goals;
- High level ability to plan projects effectively, manage their timely implementation and effectively use the agency's Project Data Base and other management tools;
- Can attend to highly detailed work accurately and efficiently; able to organize and work independently in an environment of frequent interruptions;
- Have a high regard and ability to meet schedules and time lines; demonstrate excellent ability to work independently with little direction;
- Ability to engage a wide variety of people with a high level of professionalism, courtesy and good humor, including culturally, socially and economically diverse populations, seniors, persons with disabilities, contractors, and professional colleagues;
- Show a strong commitment to maintain confidentiality in all assignments as directed;
- Possess a high degree of proficiency in Microsoft Office products, including Projects, Word, Excel, and Outlook and otherwise to be effective without close clerical support;
- Share CRHA's mission to serve low-income persons and to provide service in a way that aspires to standards of administrative and programmatic excellence.
- Responsible for real estate activities related to the acquisition and development of affordable and market-rate housing from concept through site acquisition, entitlement approval, financing commitments, design, and construction completion to successful lease up for large and highly complex development projects.
- Extensive knowledge of building and construction trades, contracts, construction payroll, budgets, timelines and cost estimating;
- Working knowledge of professional architectural concepts, principles, and practices applicable to the full range of duties concerned with the planning, design, renovation, and construction of such structures as single family, duplex and multifamily building, community centers and maintenance facilities;
- Represents CRHA and ensures the trust of public agencies, elected officials, residents, community groups and financial institutions.
- Ensures that all assigned projects are executed in accordance with the established means and methods to achieve quality project completion, on time, and within budget.
- Prepares application materials for various financing sources as well as City and U.S. Department of Housing and Urban Development (HUD) approvals for development projects.
- Collects and analyzes data for preparation of budgets, performs budget analysis, and prepares reports with related findings; performs analysis and completion of reports on findings, and prepares/submits reports to Executive Staff, HUD, and other agencies.
- Prepares and delivers presentations about various development projects to management, Executive staff, Board members, city officials, and the general public.

- Plans, organizes, and leads project meetings with internal staff, project partners, and community stakeholders.
- Generates weekly updates and monthly newsletters for all stakeholders.
- Assists in creating, managing, and maintaining various electronic and hard copy filing and tracking systems to ensure projects are on schedule, within budget and in compliance with contract agreements and regulations.
- Researches and coordinates the preparation of real estate and property ownership documents such as easements, title, funding draws, relocation, demolition, development agreements, operation agreements and various agreements with/for consultants and contractor services.
- Produces, publishes, and manages Requests for Proposals (RFPs), and coordinates with other CRHA departments to assure appropriate advertising and budget allocation of a variety of procurements related to development projects.
- Works with attorneys, lenders, investors, and escrow and title companies to assist with equity and loan closings.
- Coordinates schedules of the work of on-site project contractors, construction managers and subcontractors.
- Manages files for all projects in designated agency cloud files.
- Manages the following areas of Section 3 compliance: Procurement, on site labor reviews, certified payroll, SPEARS, prevailing wage and other duties as assigned.
- Takes and distributes meeting minutes to committees they staff in a timely manner.
- Work evenings and some weekends
- Solve complex situations and diffuse explosive situations
- Communicate effectively both verbally and in writing with people from a variety of cultures, languages, incomes, and levels of education.
- Establish working relationships with residents, co-workers, and other professionals
- Maintain resident confidentiality at all times
- Motivate others toward a common goal
- Work Remotely Temporarily if needed due to COVID-19
- Performs other related duties as assigned

The Modernization Manager serves as a member of the Management Team, working closely with other staff members. Reporting directly to the Executive Director or their designee. The Modernization Manager is someone who can supervise and motivate others. They are respectful at all times, patient, polite, impartial and quick to follow up on promises. They are able to understand and communicate organizational goals and develop creative approaches to meet those goals. The Modernization Manager will work closely with other staff to provide exceptional care and support to those we serve. Most importantly the Modernization Manager is a person of integrity, accountability, has an eye for technical details and heart for working with residents.

Primary Focus:

The role of the Modernization Manager is critical to the success of CRHA in its mission to serve the residents of our communities and neighborhoods. The primary duties of the Modernization Manager are:

1. Coordinate all technical pre-redevelopment and redevelopment related functions on behalf of CRHA to include attendance at redevelopment planning and related meetings (as directed)
2. Coordinate all contractor/vendor efforts related to redevelopment including **site surveys, environmental evaluations, site planning, permitting and governmental** approval processing,

resident engagement support, HUD regulatory compliance and reporting, and other tasks as assigned.

3. Facilitate and implement the procurement of vendors/contractors as needed to support CRHA's redevelopment efforts. Insure that all HUD procurement regulations are observed during the redevelopment process.
4. Track and report CRHA's progress on advancing Section 3 as well as assisting with CRHA's effort to develop a robust Section 3 program for our public housing residents and community.
5. Develop action plan and timelines for addressing the Parallel Track at CRHA's properties.
6. Work with the Executive Director in the execution of CRHA's "Pay for Success" demonstration pilot project involving VHDA, VAHCDO, and Harrisonburg RHA.
7. Provide other administrative and project management support as directed.
8. Provide regular updates to the Redevelopment Committee to include project updates.
9. Mastery of project management for rehabilitation construction process and practices for residential multi-family developments.
10. Read site plans and blueprints and translate for staff as needed.
11. Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.
12. Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; recognizes working colleagues as customers.
13. Effective Communication: Ensures information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.
14. Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.
15. Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
16. Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates; demonstrates creativity in proposing and making changes within the Department or at the property level in order to address changes in the operating environment, property financing arrangements, or neighborhood or community issues.
17. Ensure department personnel are effective and efficient. Performance and/or self-evaluations are completed on time.

Specific duties in this area include (but are not limited to):

- Build positive partnerships/relationships with all CRHA residents and families.
- Holds self, and others if applicable, accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.
- Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals, causes change. Exercises significant discretion and independent judgment in departmental responsibilities. Interprets specific policies, regulations, laws, and theories, and makes recommendations to senior management of action to be taken.

- Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.
- Ensure all Fair Housing laws and regulations are followed.
- Monitor income and expenses against agency budget and make adjustments as needed to meet CRHA fiscal goals.
- Assist in the development of annual and capital budgets
- Develop and submit reports to the Executive Director or their designee, Board of Commissioners and HUD.

Minimum Requirements:

1. Bachelor degree, preferably with a business or public administration, engineering, architecture, urban planning, construction management, or related field, or equivalent experience;
2. Three or more years experience in a public or private organization in a project management, planning, design or construction activity related to rehabilitation and development, including residential and multifamily housing, to include blueprint reading, state and local building codes and ordinances, inspection techniques and contract monitoring, required;
3. Two to three years experience in project and grant budgeting.
4. Thorough knowledge of the principles, policies, rules, regulations, and procedures governing Public Housing and Housing Choice Voucher including HUD regulations, Capital Fund, non-HUD programs, and non-profit instrumentalities, and LLCs, or an equivalent combination of education and experience may be considered.
5. Knowledge of HUD's on-line Real Estate Assessment Center (REAC) to include, but not limited to: PIC and SPEARS or the willingness and ability to learn and utilize these tools.
6. Excellent knowledge of and use of Microsoft Word, Outlook, and Excel spreadsheets, formulas, and cells.
7. Strong leadership and managerial skills.
8. Strong interpersonal skills.
9. Excellent written and verbal communication abilities.
10. Ability to comprehend and execute complex governmental regulations.
11. Solid planning, organizational, and analytical abilities.
12. Demonstrated ability to design, recommend, and implement modifications of procedures, forms, and records.
13. Sound knowledge and experience with cloud-based management software preferred.
14. Must have valid driver's license and be insurable under CRHA policies.

Desired Knowledge:

- Participate in preparation of housing development feasibility analysis, including: site selection criteria; written project concepts; critical path work programs; project schedules; market analyses; funding strategies and financial feasibility; development and operating budgets; predevelopment, development and operating funding applications; procurement documents; other appropriate and necessary products;
- Evaluate assigned project design and construction objectives, reporting back to Executive Director to help identify most economical and efficient procedures for building renovation, design and construction;

- Assess assigned project entitlement needs, including environmental assessments, zoning and plan consistency, select, manage and evaluate consultants required for environmental assessments and land use entitlements processes;
- Coordinate with the Finance and Administration department to ensure accurate tracking and reporting to management of cost estimates for overall construction for budgeting purposes;
- Participate in the preparation of the scope of work and the architectural program;
- Participate in the preparation of supporting documents necessary for advertised or negotiated procurement;
- Participate and report back to management on design consultant and construction contracts and selection processes;
- Correspond and interact with architects, engineers, contractors, manufacturers and government agency representatives on all aspects of project;
- Oversee site plan and contract completion documents received and on schedule for City and other partners;
- Establish and maintain records and drawings as appropriate and required;
- Assist in developing an agency wide maintenance plan with calendar and regular updates.
- Assure contractors document observation of safety regulations.
- Coordinate turning building over to Property Management
- Prepare for and make public presentations related to the project.

Budgets

- Monitor project finances and provide weekly updates for the Executive Director and project team;
- Take responsibility for establishing and updating total project budget;
- Responsible for project closeout with all funding sources.

Regulatory compliance

- Review all documents submitted by contractors and assure compliance with all Federal, state and local laws and regulations relevant to assigned construction activities;
- Prepare all HUD required reports and surveys;
- Remain informed about Capital Fund Program and other state, local and Federal funding programs.

Ethical standards and compliance with CRHA policies

Fulfill all duties and responsibilities with a high level of integrity, honesty and adherence to agency policies and rules.

Diversity

CRHA’s staff, its clients, and the staff of community partners are diverse in many ways, including diversity by race, national origin, language, sexual orientation, age and disability. CRHA considers this diversity to be an important asset. All CRHA employees must engage diverse people in constructive and effective ways as supervisor, colleague, business partner, and/or service provider.

This job description has been reviewed with me. My signature indicates that I understand the requirements for this position, and I have received a copy of this job description.

Printed Name

Signature

Date