



Director of Support Services



The Opportunity

King County Housing Authority, the largest affordable housing provider in the Pacific Northwest, is seeking our inaugural leader for the Director of Support Services.

The achievement of KCHA's mission is directly related to our ability to hire and retain a skilled, high-performing and diverse workforce that is equipped to carry out that mission. The successful candidate will be a demonstrated leader with extensive and broad-based knowledge managing diverse administrative functions including risk management, resource conservation/sustainability, wellness and procurement. The Director will continue to lead the agency in its progress towards building a culture of continuous process improvement and employee development.

About King County

Located on Puget Sound in Washington State, and covering 2,134 square miles, King County has a population of just over 2.25 million people and ranks as the 13th most populous county in the nation. The County is an increasingly diverse and dynamic community with a global flavor, a growing economy and an environment where people and businesses can thrive. The County includes 39 cities and has emerged as an international travel destination, with over 100 languages spoken in the region and 30 million visitors annually. Home to the University of Washington, Amazon, Microsoft, the Seattle Seahawks and Boeing, this is an area that appeals to dynamic and progressive thinking companies and individuals. Its moderate climate encourages a wealth of year-round outdoor activities and its world-class symphony, opera and regional theaters contribute to a vibrant cultural scene.

The King County Housing Authority

The King County Housing Authority serves all of King County outside of the cities of Seattle and Renton, including 37 suburban jurisdictions and unincorporated areas of the County. KCHA is a national leader in providing innovative and effective solutions for regional housing challenges. Its vision is that all residents of King County have quality, affordable housing.

The goals of the Housing Authority include:

- Preserving, expanding and equitably distributing the region's supply of affordable housing.
- Promoting self-sufficiency, including education, health and self-empowerment outcomes
- Helping the region end homelessness
- Revitalizing low income neighborhoods
- Reducing operational impacts on the region's environment

Since its establishment in 1939, the Authority has played a key role in providing affordable housing options for residents of the metropolitan region surrounding Seattle. With a diversified real estate portfolio and close working partnerships with local communities and nonprofit organizations, KCHA delivers affordable housing and related services that support housing stability, education and health outcomes, job training and financial self-sufficiency for more than 55,000 of the region's lower income residents.

The Authority has a staff of 440 FTEs distributed between field offices and KCHA's central administrative office in Tukwila.

The Position

The individual selected for this role will, under the supervision of the Deputy Executive Director for Administrative Services, develop strategic plans to optimize the deployment and management of the department services and responsibilities, leading cross-departmental initiatives in support of strategic plans, and related work as apparent or assigned. Work involves setting policies and goals. Specifically, the Director shall be responsible for:

- Leading a team of managers and technical support specialists; providing standard supervisory functions; mentoring staff and providing for proper cross-training and succession planning; developing and maintaining positive working relationships with employees at all levels with particular emphasis on other department directors, managers, and members of the Executive Team.
- Creating overarching strategies for the efficient use of Authority resources to mitigate risks to the agency; identifying, monitoring, and updating a comprehensive list of major risk factors of the authority, with emphasis on the likelihood of an event versus the impact if such an event occurred; monitoring societal and scientific patterns and projections to forecast risk factors the Authority will be dealing with in five years; developing mitigation strategies; performing ongoing review and refinement of comprehensive, long-term strategies to determine the proper levels of self-insurance versus external insurance coverage for each of the various major risk factors.
- Providing overall direction to agency-wide environmental sustainability efforts in support of the vision of the Board and the Executive Team; ensuring proper collection and dissemination of data collected from utilities to help inform strategic decisions around how to best deploy resources to ensure long-term environmental sustainability.
- Providing overall direction in support of the provision of comprehensive, agency-wide procurement services to ensure all laws and internal policies have been adhered to; overseeing supervision of the procurement staff; provides overall direction in support of agency-wide contract management efforts.
- Developing, implementing, and maintaining comprehensive record retention and archival policies, procedures, and strategies to ensure compliance with all applicable laws, including the Authority's responsibilities under the Washington State Public Records Act; overseeing policy development and management services to all departments and ensures the consistent use of selected software and formatting.
- Providing overall direction to the Authority's fleet operations; ensuring the fiscal soundness of the internal service fund by reviewing all fees charged to various properties and programs related to the acquisition and maintenance of all fleet equipment; reviews and approves the proposed vehicle replacement plan.

- Overseeing development of strategies to promote overall employee safety and wellness; providing direction in support of efforts to ensure the security of all employees.
- Proposing department budget with adequate resources to carry out the mission of the department; monitoring budget versus actual expenditures to ensure funds are being spent appropriately.

The Department

Headquartered in Tukwila, Washington, the Director of Support Services will lead and supervise a team of 9 staff members who are passionate about KCHA's mission to Transform Lives through Housing. The Department functional divisions include:

The **Risk Management** group is responsible for procuring all property and liability insurance for the agency and developing strategies to reduce and management overall risk levels. Other core duties include employee safety and wellness, Public Document Requests, and tort claim management.

The **Environment Sustainability** division leads KCHA's efforts to lower its environment footprint, identify the path to carbon neutrality and climate resiliency, reduce utility costs, and address environmental inequities affecting low income communities and communities of color.

Other **Support Services** include centralized procurement support and some centralized purchasing, fleet management, disaster preparedness, record retention and archiving, and other administrative functions as assigned.





The Ideal Candidate

The King County Housing Authority is seeking a professional leader of excellent reputation and character. The ideal candidate will have a number of traits and experience:

- The ability to analyze and develop innovative approaches to mission, including a strong understanding and commitment regarding racial equity issues in our community, will be crucial. Strong communication skills, both spoken and written, are an important competency.
- Successful candidates will be collaborative and strategic thinkers with an ability to see the larger picture as well as the smaller tasks necessary for program success.
- The successful candidate will have a strong intellect, an innate curiosity, and a high degree of emotional intelligence. Excellent interpersonal skills are essential as the successful candidate will establish and nurture relationships with internal and external stakeholders and staff.
- The culture of KCHA is team-centric and highly collaborative. The successful candidate should have demonstrated success working in a diverse environment and bring an unquestioned integrity to the position. Top candidates will thrive in a strong team environment.
- A strong leader who communicates a sense of mission and vision, backed by the ability to establish and accomplish goals and objectives. Brings a proven track record of delivering results, designing innovative programs, and leading diverse groups of people to sustain a high performing operation is critical.

Experience and Education

Any combination of experience and education that would likely provide the required knowledge and abilities will be considered. A typical way to obtain the qualifications and competencies is:

Education: A Bachelor's degree in a closely related field.

Experience: A minimum of six years of experience managing diverse administrative functions in a complex organization or an equivalent combination of education and experience. Prior supervision of managerial staff is highly desired.

The Compensation

The hiring salary range for this at-will, exempt position is \$131,175 to \$203,321 annually. KCHA offers an outstanding benefits package, including Washington Public Employees' Retirement System (PERS).

The Recruitment Process

This position is open until filled; however, interested candidates should apply by the first review date on February 1, 2022 by 4:30 p.m. Electronic submissions should be submitted online at www.kcha.org/employment and should include a compelling cover letter, a comprehensive résumé, and two professional references.

Interested candidates are encouraged to contact Sarah Crane, Senior Recruiter, by email at sarahcr@kcha.org with confidential inquiries and questions regarding the recruitment process.