



Director of Strategic Operations



The Opportunity

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

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 project management and implementation, strategic vision and communication, as well as staff engagement and retention. The Director will continue to lead and support the agency in its progress towards building a culture of continuous process improvement and program 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 Housing Assistance Programs, perform complex professional work planning, directing, developing, organizing, and implementing public housing agency programs and operations engaged in housing management for the Authority, ensuring governmental regulations are met, preparing reports and presentations and related work as apparent or assigned. Work involves setting policies and goals. Specifically, the Director shall be responsible for:

- Driving the successful conversion of the Housing Management Information System (HMIS), including orchestrating internal and external teams to ensure interconnected deliverables and timelines are met; facilitating decision-making related to internal policy/procedure adaptations and/or customizations necessary to adapt software products to the Agency's business needs; developing appropriate project sequencing and timelines.
- Developing and implementing strategies for risk mitigation and staff training; addressing integrations of ancillary software systems; managing ongoing work for additional modules after the foundational elements of the conversion are completed.
- Managing special projects and ongoing initiatives that build staff and organizational capacity within the Agency's Property Management and Housing Choice Voucher Programs, including development and oversight of comprehensive staff training programs, interdepartmental communication strategies that include messaging from the Office of the Deputy Executive Director, and management of communications from staff at all levels to the Office of the Deputy Executive Director, streamlining procurement processes through coordination with departmental staff leads and other relevant departments.
- Overseeing complaint communications to the Office of the Deputy Executive Director; creating and delivering staff engagement and retention initiatives; serving as departmental lead for safety and emergency preparedness planning; developing and monitoring a master staffing plan to ensure the Agency's Housing Management Department has a thriving workforce capable of fulfilling its mission.
- Working collaboratively with the Agency's Office of Equity, Diversity and Inclusion and Housing Management Department staff to support a broad range of Equity, Diversity, and Inclusion (EDI) programs and activities; updating the Language Access Plan and Fair Housing practices; assisting with implementation of Housing and Urban Development's (HUD) Section 3 rule and other related projects.
- Providing oversight to a variety of special procedures such as complaint review, hardship requests, grievances, executive exceptions, among others, which fall within the purview of the Office of the Deputy Executive Director. Uses insights from these processes to drive customer service improvements.





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, as is a comfort-level with technology
- Successful candidates will demonstrate strong project management skills; ability to develop and manage timelines through completion; and the ability to lead and delegate project teams.
- Successful candidates will be collaborative and strategic thinkers with an ability to see the larger picture as well as the smaller tasks necessary for Housing Assistance Programs (HCV and/or Housing Management) 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 community 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.

- Candidates with a strong background in affordable housing including application of laws, rules and regulations, policies, and procedures relating to the various programs, HCV, and HUD is preferred.

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 Business Management, Public Administration or other relevant field.

Experience: A minimum of six years of experience in management operations with supervisory experience or an equivalent combination of education and experience. At least 6 years of experience in staff supervision. Prior supervision of managerial staff is preferred.

The Compensation

The hiring salary range for this at-will, exempt position is \$131,175 to \$175,000. 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 June 27, 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.