POSITION TITLE: Director of Admissions

DEPARTMENT: Admissions

STATUS: Exempt

SALARY: $65,000 - $75,000, depending upon experience

POSITION SUMMARY:

Trains, supervises, and directs the operations of the Admissions Department to ensure compliance with rules and regulations set down by HUD and DHCD and policies and procedures established by the Worcester Housing Authority.

ESSENTIAL FUNCTIONS:

1. Manage the Admissions Department and supervise a staff of approximately 8 employees, including conducting staff meetings, transmitting information, goal setting, team building, performance evaluations, administering discipline as needed, interviewing and recommending candidates for employment, and development of morale.
2. Review, stay up to date with, and implement state and federal laws, directives, rules, and regulations pertaining to the public housing and leased housing application processes.
3. Plan, organize, administer, and coordinate the state and federal public housing application process, including reviewing and evaluating the process, operations, and standards to develop new concepts for performance improvement.
4. Develop and update procedures and policies for the department in order to ensure understanding of, and compliance with, regulations and to assist in meeting objectives.
5. Evaluate information in applicant files to make a fair determination of eligibility for public housing.
6. Conduct informal conferences with applicants who have been determined ineligible for public housing, including appearing at informal hearings to address eligibility determinations made in the application process; evaluate supplemental information submitted, and issue decisions relating to the determination of eligibility.
7. Prepare marketing and advertising materials to promote the rental of public housing units and to educate applicants and community agencies about the application process and the types of units available to eligible applicants.
8. Represent the WHA in the Multidisciplinary Assessment Team for congregate housing, and in a variety of community activities, including speaking engagements to discuss WHA programs to various audiences.
9. Develop periodic reports reflecting the activities of the department, including vacancy activities and other pertinent activities of the department.
10. Work closely and effectively with other department heads, including regular meetings and updates with the Director of Management.

OTHER RESPONSIBILITIES:

1. May represent the WHA in negotiations with bargaining unit(s) within the department.
2. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Four (4) year college degree and 5 years of direct supervisory experience, including 3 years working in an admissions, or similar intake office.
2. Knowledge of and ability to understand and interpret, public and leased housing laws, directives, rules, and regulations.
3. Ability to plan, organize, administer, and coordinate a comprehensive system of application intake and screening, including identifying areas for improvement and process enhancement.
4. Ability to evaluate information critically to arrive at a fair and unbiased decision.
5. Strong attention to detail, including the ability to devise and implement systems to track large quantities of data.
6. Strong supervisory skills and the ability to motivate, train, and evaluate performance.
7. Strong interpersonal skills and proven ability to work effectively with multicultural applicants and staff.
8. Ability to translate and transform complex laws, regulations, and rules into easy-to-understand, creative marketing materials and staff tutorials to ensure understanding and compliance.
9. Aptitude with Microsoft Office programs, including Word, Outlook, and Excel, and ability to quickly and effectively learn new systems and technologies.
10. Excellent oral and written communication skills in English. Bilingual candidates (Spanish language) preferred.
11. Ability to be relied upon to be available for work.