



Class Title: Housing Operations Manager

Pay Grade:

Designation: Exempt

Department: Housing

### **POSITION OVERVIEW**

The Housing Operations Manager assists the Housing Director in planning, managing, directing, and coordinating the activities and operations of the Housing Department and Blaine County Housing Authority (BCHA). This position supervises other staff and contractors. The work is performed under the direction of the Housing Director.

### Essential Functions

- Oversees daily operations within the Housing Department and provides administrative direction to others;
- Assists in the implementation and development of Department services by coordinating and facilitating programs and projects with other departments, outside agencies or organizations;
- Oversees the IT, office, finance, contracts, data, and document management;
- Assists in creating a positive and supportive work environment; establishes a culture of teamwork and communication;
- Participates in the development and administration of the Department's budget;
- Assists in personnel selection, training (for staff and Board), performance evaluations, performance management, and disciplinary actions;
- Develops annual periodic reports concerning departmental operations; reviews and evaluates the quality of services and programs;
- Manages staff workload and monitoring system for compliance, application and leasing and sale procedures; Assists staff as needed;
- Provides assistance to the City Council and BCHA Board by preparing and presenting staff reports and other necessary correspondence when needed; oversees BCHA Board meeting agenda development;
- Manages updates to - and develops - policies, procedures, and forms to ensure the effectiveness of housing operations, to provide the highest standard of service to housing residents and to comply with relevant/changing BCHA, grantor, and HUD rules and regulations; disseminates

information to subordinates regarding policies and procedures; ensures a thorough understanding of information disseminated;

- Manages outreach efforts, including logistics for community education, quarterly meetings, newsletters, and events, and works with community engagement team on social media and website;
- Manages communications, including responses to public inquiries;
- Monitors local government agendas and notifies relevant staff of housing-related agenda items;
- Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

### Qualifications

- Knowledge of principles and practices of program development and administration;
- Knowledge of principles and practices of budget preparation and administration;
- Knowledge of organization and management practices as applied to the analysis and evaluation of programs, policies, and organizational needs;
- Knowledge of principles and practices of effective supervision;
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources;
- Excellent time management, organizational, and planning skills in a fast-paced, dynamic, startup-like environment;
- Ability to gain cooperation through discussion and persuasion;
- Ability to select, lead, supervise, train, and evaluate assigned staff;
- Ability to communicate effectively orally and in writing;
- Ability to establish and maintain cooperative working relationships with individuals and groups who come from diverse backgrounds and represent members of the public, coworkers, and/or vendors;
- Ability to bring others together and reconcile differences.

### Acceptable Experience and Training

- Bachelor's degree in public administration, business administration, finance, or a related field;
- Four (4) years' experience in public or nonprofit administration;
- Intermediate level knowledge of Office 365 (Outlook, Word, Excel, Sharepoint);
- Intermediate level ability to systematically maintain documents and data, including tracking communications and decisions (such as through a Customer Relationship Management system like Salesforce);
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the duties of this job.

### Licenses and Other Requirements

- Valid Idaho driver's license with an acceptable driving record;
- Applicants must be able to pass a background check.

### Working Conditions and Physical Efforts

- Sufficient clarity of speech and hearing or other communication capabilities which permits the employee to understand verbal instructions and to communicate effectively;
- Sufficient visual acuity which permits the employee to perform the above duties;
- Sufficient manual dexterity to perform office functions and operate office equipment;
- Sufficient physical ability to perform the above duties;
- While performing the duties of this job the employee will occasionally need to lift, carry, push or pull up to 30 pounds;
- Jobs in this class require performing repetitive hand movements and will require sitting, standing and walking;
- The physical effort characteristics and working environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

# Heather L. Nicolai

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*Open to in-person, remote roles/telecommuting arrangements in the Greater Wood River Valley, ID area*

## Project Manager/Operations Manager

Accomplished PM with 17+ years of progressive experience leading the end-to-end planning/execution of complex operations, logistical, and marketing projects under intensive deadlines. Committed to demonstrating superior internal and external customer service, working smoothly across departments to drive initiatives forward and resolve any project-related obstacles, risks, and challenges that arise. Recognized consistently for an adaptable, accountable, and innovative work style. Demonstrated strengths producing reports/recommendations for executive teams and working directly with executive-level client leaders and stakeholders.

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## KEY SKILLS & QUALIFICATIONS

Project Planning & Execution	Customer Service & Support	Budgeting & Resource Allocation
Team Leadership & Development	Stakeholder Management	Cross-Functional Collaboration
Logistics & Transportation Management	Task Delegation & Prioritization	Data Analysis & Metrics Tracking
Project Risk Analysis & Mitigation	Status Reporting / Troubleshooting	Vendor & Supplier Management

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## PROFESSIONAL EXPERIENCE

### Assistant to the Planning & Building Director | CITY OF KETCHUM

*Ketchum, ID: 10/2022-present*

- Manage building department day-to-day operations from permitting to certificate of occupancy.
- Transitioned the City's building department from paper applications to 100% online permitting platform in a six-month timeframe. Including onboarding a new third party provider, customizing our applications, importing, process improvements, staff and community trainings – both onsite and offsite in preparation for launch of new platform.
- Prepares a variety of studies, reports, analysis, and other support for decision making purposes.
- Assists in the Planning & Building Department's public engagement strategies including community outreach efforts, community visioning events, and other methods of public participation.
- Conducts research, gathers information, and compiles information on specific topics.
- Develops and distributes informational materials to engage the Ketchum community and broader public on key planning & building policy issues.
- Organizes files and records according to established procedures, and performs general filing of documents, communications and other information as directed.
- Assists other personnel on specific assignments as assigned or needed.
- Performs special projects for the Director of Planning & Building.
- Performs duties such as ordering supplies and materials, scheduling venues, organizing meetings and appointments.
- Interacts with the public in a variety of settings in a constructive, positive manner.

### Government & Intermodal Project Manager | ALASKA MARINE LINES

*Seattle, WA: 7/2015-8/2022*

- Manage a 3-person team in the planning/delivery of over 125 key transportation/logistics projects annually
- Delegate and prioritize all project tasks, providing training/mentoring to staff to maximize performance
- Oversee all military contract business delivery, increasing category revenues by approx. 90% to date
- Maintain an average of 98% in terms of monthly scorecard ratings from all military accounts
- Collaborate daily with the company's Sales, Operations, Accounting, and Customer Service departments
- Administer a complex mix of carrier and container leasing company relationships around the globe
- Serve as the key point person to larger customers, answering questions and resolving any issues/concerns
- Managing relationships with numerous vendors/suppliers, negotiating favorable pricing and contract terms

- Provide responsive 24x7x365 support to key clients such as the U.S. Army, Air Force, Navy and Coast Guard
- Foster team-building throughout the department, creating a highly engaged and cooperative work culture
- Influence thinking across departments and present recommendations to the senior management team

**Customer Care Manager** | LYNDEN, INC.

*SeaTac, WA: 10/2010-7/2015*

- Managed operations for the 6-employee “One Lynden” Call Center and provided 24x7x365 customer support
- Expanded oversight of the Plus One Program to 6 separate Lynden companies, versus the single one prior
- Assisted the Marketing Department with strategy, collateral development, and marketing campaign execution

**Marketing Specialist II** | LYNDEN AIR FREIGHT (DBA LYNDEN LOGISTICS)

*SeaTac, WA: 8/2004-10/2010*

- Managed all aspects of the company’s “Plus One” customer satisfaction survey/quality program
- Analyzed a wide variety of operational/customer/marketing data and generated key management reports
- Served as the primary support and training resource for Lynden Account Manager (CRM) & EZ Commerce
- Assisted in developing marketing collateral, brochures, calendars, and promotional items/merchandise
- Gathered information for creating customized proposals used to respond to corporate RFPs

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## EDUCATION & TRAINING

**BA Degree, Communication** | Washington State University, Pullman, WA (2000)

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## ADDITIONAL INFORMATION

**Volunteerism** | Former President of the Burton Beach Rowing Club (crew program for ages 12-18), in addition to holding a former role as Membership Coordinator for the Normandy Park Swimming Club

**Community Leadership** | Served as Western WA Area Chairperson (2019-2020) for a large non-profit global organization, responsible for organizing/leading the region’s three quarterly committee meetings and annual assembly (~800 people); prior roles include Alternate Delegate, Alternate Chairperson & Area Treasurer

**Software Proficiency** | MS Office (Word, Excel, PowerPoint, Access); MS Teams; SharePoint; CRM Systems

**Outside Interests** | Hot yoga, hiking, binge reading, and whipping up treats in the kitchen to share!