



City of Kansas City, Missouri Job Class Specification

Job Title: HOUSING DEPARTMENT
DIVISION MANAGER
Department: HOUSING

Job Code: 3151
Status: EXEMPT
Grade: EX-5

Summary This is responsible professional administrative work in directing a division of the Housing and Community Development Department.

Under general direction of a Director or Deputy Director, a Division Manager performs highly responsible administrative duties, technical and/or specialized work related to the management of a division within the Housing and Community Development Department. Division Managers may supervise programs including but not limited to the Community Block Grant (CDBG), Right to Counsel Program, Land Bank, Tenant Advocacy, state and local compliance, and other programs as designated. This position assumes responsibility for day-to-day operational management of all activities and functions in the designated program area including developing, implementation and evaluation policies, procedures and standards; determining program service levels and enhancements; developing and monitoring program budgets; providing technical advice and/or supervision to staff, other departments, the public and other agencies, and performs related work.

Duties and Responsibilities

- Directs the development and implementation of goals, objectives, policies, procedures, and work standards for assigned division.
- Develops and monitors the division's budget and oversees financial well-being of the division by managing revenue, analyzing cost effectiveness, and directing cost control activities.
- Prepares, submits, and justifies budget enhancement requests to the Director or their designee.
- Prepares and recommends amendments to and revisions of related codes and ordinances.
- Plans, organizes, and directs activities relating to affordable and market rate housing, community and economic development, and redevelopment programs, including fair housing administration, preparation of the Consolidated and Annual Plans updates; and affordable housing finance administration, including CDBG, HOME, and other HUD programs, and all other plans or programs associated with the department.
- Underwrites for highly complex projects for single family and multi-family developments and community development projects.
- Facilitates highly complex administrative work and ability to meet with the public, explaining city rules and federal regulations, and handling complaints in a professional manner.

Duties and Responsibilities (cont.)

- Develops and monitors rules and regulations associated with programs administered by the department.
- Promotes and maintains effective working relationships with interested industry groups, neighborhood groups, property owners, and other stakeholders.
- Submits detailed written reports, makes recommendations, and implements plan of action to completely utilize the legal system and/or alternative resources to implement division and department goals.
- Supports the Office of Citizen Engagement on a wide range of initiatives to educate and connect residents with City services, programs, and opportunities to engage.
- Integrates multiple sources of information and data into clear and concise reports and presentations.
- Offers guidance in the development and implementation of performance metrics for engagement opportunities across all departments.
- Manages efforts to inform residents about the City charter, ordinances, and resolutions through a combination of responsive and outreach activities.
- Gathers and report data on neighborhoods, gaps in services, and resources for residents.
- Builds and maintains relationships with all departments, neighborhoods, non-profit organizations, and representatives of community businesses.
- Performs related duties as required, including emergency responses as deemed applicable by the Director of Housing and Community Development Department.

Technical Skills

Considerable knowledge of:

Principles and practices of management and supervision;
Public sector budgeting principles and practices;
Applicable laws, rules, ordinances and regulations;
Theories, principles, and operational practices applicable to the area of assignment;
Techniques for effectively representing the City, including making public presentations and dealing with a variety of individuals and groups from various socio-economic, cultural, and ethnic backgrounds.
Effective at problem analysis and problem solving

Ability to:

Develop division activities, goals, and objectives, create program evaluation tools to evaluate the effectiveness of the division

Apply theories, principles, and procedures in the area of assignment

Supervise and evaluate staff, directly or indirectly;

Manage multiple tasks, often with competing deadlines;

Develop, implement, interpret, and explain applicable laws and regulations; Prepare clear, concise and informative reports;

Handle difficult and sensitive situations using sound, independent judgment within general policy and legal guidelines; and

Communicate effectively with co-workers, supervisors, the general public, representatives of public and private organizations to exchange or convey information.

Education and Experience

Accredited Bachelor's degree and five (5) years experience working on federal or local housing services and programs; community or economic development; real estate; or managing a human, social, or public service program.

OR

High School and nine (9) years experience working on federal or local housing services and programs; community or economic development; real estate; or managing a human, social, or public service program.

**Certificates/
Licenses/Special
Requirements**

- Must pass a background check as prescribed by the City.

**Supervisory
Responsibility**

Supervision is exercised over professional and administrative employees.

**Supervision
Received**

Work is performed under general direction with wide latitude for the exercise of independent initiative and judgment.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

09/2023

Revised

10/24, 04/25