

Public Housing Analyst and Coordinator - (18000641)

Official Title: Program Coordinator III

Functional Title: Public Housing Analyst and Coordinator

Primary Location: United States-Massachusetts-Boston-100 Cambridge Street

Job: Administrative Services

Agency: Department of Housing & Community Development

Schedule: Full-time

Shift: Day

Job Posting: Sep 21, 2018, 8:58:24 AM

Number of Openings: 1

Salary: \$60,096.14 - \$87,045.14 Yearly

Bargaining Unit: 06-NAGE - Professional Admin.

Confidential: No

The Public Housing Analyst and Coordinator is responsible for the development and implementation of all protocols and processes and ongoing administration of program activities within the Division of Public Housing at the Department of Housing and Community Development (DHCD).

The analyst/coordinator is responsible for ensuring smooth functioning of all the division operations and working closely with senior management to develop, maintain, and improve processes/systems for program administration. Such systems include, but are not limited to, performance management systems, workflow and communication tracking systems, data analytics systems, websites, and program databases. The analyst/coordinator will create and provide regular reports to senior management on external and internal performance, evaluating ways to streamline and improve business processes. S/he will communicate program, workflow, and system information between the Division, 240 Local Housing Authorities (LHAs), elected officials, government appointees, and external contractors. S/he supervises one administrative staff person.

The analyst/coordinator will be responsible for the creation and maintenance of a new centralized data analytics system, with the goal of increasing utilization of data analytics across the division and agency. S/he will create reports and dashboards that provide critical high level information to senior management, as well as support the day-to-day programmatic and operational decision-making throughout the organization.

The analyst/coordinator will also support Bureau Heads as a liaison, analyst, coordinator, contract administrator, and project manager. S/he helps to launch new programs/initiatives and with the evaluation/redesign of existing programs. S/he also administers state contracts with external vendors and acts as a Division liaison with external partners, particularly on programs related to capacity building and technical assistance.

DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):

1. S/he is responsible for the creation and maintenance of a centralized data analytics system, in partnership with the IT department and external stakeholders. Creates reports/dashboards, as well as

trains others on use of the data analytics system. Provides data-based recommendations to senior management.

2. Conducts regular in-person presentations with senior management and staff on program data results. Analyzes program-related data and synthesizes into reports for management to track operations and to measure program effectiveness. Using data, makes recommendations to improve program operations, data collection and/or program design. In collaboration with senior management, identifies areas where DHCD needs to provide technical assistance to Local Housing Authorities (LHAs) or other external stakeholders. Designs and implements technical assistance plans.

3. Facilitates discussion with stakeholders and makes recommendations on program design/requirements, program operations, and evaluative metrics/criteria. Responsible for designing, developing and managing effective and efficient processes/systems to facilitate program administration in collaboration with senior staff.

4. The incumbent will be responsible for making recommendations on the development, deployment, and ongoing improvement of existing operational protocols, data systems, and DHCD applications. Redesigns business workflow when necessary, and maps processes to technical solutions. Solicits feedback/facilitates discussions with stakeholders on system enhancements and document requirements for IT department. Ensures system enhancements are properly implemented by developers.

5. S/he supervises administrative staff to ensure seamless coordination of the public housing programs. Schedules and assigns work product, establishes performance measures, goals, objectives and priorities; evaluates work performance by providing feedback, direction and guidance; keeps staff abreast of new or revised information.

6. Develops operational protocols to ensure that program data is collected effectively and accurately. Develops quality control reports to assure completeness of documentation when project milestones are reached and coordinates with staff on the need for accurate data collection so that data can be folded into program design changes. Makes suggestions for improvements to programs, workflow, systems, and databases when needed with the input of internal and external stakeholders.

7. The incumbent is responsible for coordinating training for internal staff, as well as external stakeholders regarding changes in business processes and protocols and/or technical systems/applications.

8. Maintains and updates reference files containing key documents such as standards forms, regulations, policy statements, protocols, and mass communications. Responsible for designing with Senior Management the file management system and instructing others on its use. Materials may include grant applications, financial statements, contracts, correspondence, certifications, planning documents/studies, templates, letters, audits, and reports.

9. Performs contract administration duties to successfully manage outside vendors who support DHCD's ability to implement key programs/initiatives such as: the Tenant Preservation Program, the Tenant Leader Training Program, the Board Member Training Program, the Agreed Upon Procedures financial review, and the Transitional Housing Program.

10. Acts as liaison to external partners and agencies on the coordination of training and professional development for Local Housing Authorities (LHAs). Coordinates the development of content and curriculum for trainings and assists with logistics.

11. Perform other duties as assigned.

PREFERRED QUALIFICATIONS:

1. Excellent organizational and problem solving skills.

2. Strong project management skills and ability to meet deadlines in fast-paced environment, particularly while working in the public sector.
3. Experience working with technical teams to develop database applications and user-friendly digital interfaces.
4. Strong data analysis skills, experience designing reports, and knowledge of methods/techniques of statistics.
5. Experience with business intelligence/statistical software such as Stata, R, SAP, SPSS, SAS, Microsoft BI.
6. Proficiency using Microsoft Suite, Excel (particularly pivot tables), PowerPoint, and Access.
7. Excellent written and oral communication skills.
8. Ability to manage multiple ongoing priorities and organize time efficiently and effectively while meeting required deadlines.
9. Ability to work in a team setting and demonstrate lateral leadership.
10. Ability to cultivate trust and develop strong relationships among internal peers, stakeholders, and vendors.
11. Previous supervisory experience with proven ability to delegate and assign work.
12. Experience presenting information to public audiences and delivering technical assistance/organizing trainings.

MISSION STATEMENT

The Department of Housing and Community Development (DHCD) is within the Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents. DHCD's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance and financial resources to promote safe, decent, affordable housing opportunities, economic vitality of communities and sound municipal management.

COMMENTS

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

QUALIFICATIONS

First consideration will be given to those applicants that apply within the first 14 days (by 10/5/18).

MINIMUM ENTRANCE REQUIREMENTS: Applicants must have at least (A) four years of full time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Bachelor's degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the required experience.*

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for a maximum of three years of the required experience.*

III. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Nancy DePaul - 617-573-1100

HOW TO APPLY

Please upload resume and cover letter.

Create profile and apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=18000641>