

Job Description

JOB TITLE: Chief Executive Officer/ Chief Operating Officer

Reports To: Board of Directors	Status: Exempt
Prepared by: Legal Counsel	Approved: _____

SUMMARY:

Reporting to the Board of Directors (BOD), the Chief Executive Officer/Operating Officer (CEO/COO) is responsible for all aspects of the organization, including but not limited to, program development, program reporting, program marketing, representing the organization to the media and other external constituency groups including community, governmental and private organizations. The CEO/COO will also be responsible for establishing and maintaining relationships with other non-profit and/or governmental partners.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Interfacing with other States on program and marketing issues.
- Will be the point of contact for all US Treasury and the State of Nevada, Department of Business and Industry, Nevada Housing Division ("Division") interactions both programmatic and administrative.
- Work with the Controller to address all compliance, internal audit, and reporting requirements of the Special Inspector General, the Division and the Inspector General.
- Develop new programs.
- Identify opportunities for NAHAC to leverage cross-program strengths to take advantage of new opportunities and/or to address organizational challenges.
- Responsible for marketing and community outreach and promotion of NAHAC's programs.
- Responsible for establishing and maintaining relationships with non-profit and/or governmental partners.
- Partner with Controller and Management to address operational and program issues as needed.
- Work with the Controller in preparing a budget.
- Responsible for representing and promoting the organization's programs to the general public.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

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- Analytical - Collects and researches data; Uses judgment and experience to complement data; Demonstrates attention to detail

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- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Organization

- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Business Acumen - Understands business implications of decisions; Demonstrates knowledge of market; Aligns work with strategic goals.
- Cost Consciousness - Works within approved budget; Conserves organizational resources.
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies

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external threats and opportunities; Adapts strategy to changing conditions.

Self-Management

- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work.

QUALIFICATIONS

The CEO/COO must possess the above-mentioned, skills, knowledge and abilities, and at least 5-7 years' leadership experience in business, nonprofit operational, financial management, real estate or related areas.

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An energetic, forward-thinking and creative individual with high ethical standards, sound technical skills, analytical ability, good judgment and strong interpersonal skills. A well organized and self-directed individual who is detail-oriented and a team player. An intelligent and articulate individual who can relate to people at all levels of an organization and possesses excellent communication skills.

EDUCATION AND/OR EXPERIENCE

Minimum of a Bachelor's degree in economics, finance, business or related field from an accredited institution. Master's degree or graduate-level education preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as procedure manuals, term sheets and work instructions. Ability to prepare routine reports and correspondence without errors. Ability to speak and communicate effectively with applicants, servicers, agencies or other employees.

TRAVEL & AFTER HOURS OUTREACH

The CEO/COO must be able to travel to attend conferences, training, and other events as required to acquire and maintain proficiency in fulfilling the responsibilities of the position. The CEO/COO must also be available to attend community outreach and other events after hours and on the weekends.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS

Internet Software; Spreadsheet Software (Excel); Contract Management Systems; Inventory Software; Order Processing Systems; Project Management Software; Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation software (PowerPoint); Electronic Document Recording System (SIMPLIFILE); Navigate County Recorder/Assessor sites (Eagle Soft); QuickBooks (Customer/Servicer Transaction/ Disbursement Report - View Only).

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential

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functions.

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- While performing the duties of this job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk.
- The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics 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. The noise level in the work environment is usually moderate.

Employee Acknowledgement:

I have reviewed and received a copy of this job description.

Employee Signature

Date