

Barbara A. Skye
2714 LaSalle Avenue, Niagara Falls, NY 14301
Mobile (716)418-5176 Email: baskye13@gmail.com

OBJECTIVE:

Knowledge, well-respected, dedicated professional to secure a position with your organization utilizing my extensive skills, training, education and experience gained from employment in the City of Niagara Falls Community Development Department, Leased Housing Program.

SUMMARY OF QUALIFICATIONS:

- Over 20 years experience performing a wide range of administrative duties as a Housing Counselor meeting with individuals applying for various housing program services, determining eligibility for HUD rental subsidies, assisting applicants in completing critical documents and processing applications in a timely manner.
- Over 5 years experience in a managerial role with the City of Niagara Falls Leased Housing Program, supervising up to 2 direct-reporting staff. Proficient with most aspects of workforce and staff development including interviewing, hiring, training, scheduling and conducting regular meetings, delegating work assignments, monitoring all work activities for quality, expediency and proper employee/client interactions, conducting performance evaluations, and consulting with upper management for employee status/progress report.
- Represented the Department at Fair Hearings and at landlord/tenant disputes for a wide range of issues related to the terms of the lease agreements and Federal regulations.
- Designated as the knowledge resource, the "go-to" professional to provide training and ongoing information for the HUD housing program to new and existing personnel and providing solutions to issues when others could not.
- Strong communications, customer service, math, analytical, leadership and problem-solving skills.
- Multi tasks efficiently, learns new systems quickly and completes all projects/assignments on time or ahead of schedule.
- Experienced using computers, Windows, MS office, proprietary software, internet search and e-mail.
- Works well independently or collaboratively in a team environment.

PROFESSIONAL EXPERIENCE:

03/2012-12/2016 *Special Programs Coordinator (35 hours per week)*
City of Niagara Falls Leased Housing Program Niagara Falls, New York
Supervisor: Adrienne DeVantier, phone 716-525-0858

- Responsible for administrating various housing programs including Family Homeownership, Moderate Rehabilitation, Project Based Housing, and the Family Self-Sufficiency Program.
- Counseled individuals for employment possibilities, educating them for prerequisites in order to secure employment.
- Oversaw several other programs in the Leased Housing Program with a caseload of approximately 200 clients and personally engaged in managing varying processes towards completion of client goals and objectives.
- Acted as liaison between the Program (terms and regulations) and landlords and tenants in order to settle disputes within HUD guidelines.
- Conducted seminars for prospective participants in any of the City of Niagara Falls Housing Programs.

08/1994 – 03/2012 *Housing Counselor/Welfare to Work Coordinator (35 hours per week)*
City of Niagara Falls Leased Housing Program, Niagara Falls, New York
Supervisor: Jeff Kline, Phone 716-531-1716

- Administered the Welfare to Work Program, which entailed grant writing, supervising two staff members, and providing rental assistance to a caseload of over 200 clients.
- Networked with other social welfare agencies to benefit clients seeking self-sufficiency.

08/1989-08/1994 *Intake Technician (35 hours per week)*
City of Niagara Falls Leased Housing Program, Niagara Falls, New York
Supervisor: Helen DelSignore

- Interviewed and assisted individuals with their Leased Housing applications to determine eligibility for rental assistance within the HUD Guidelines.
- Calculated subsidy and determined rental assistance.
- Worked closely with the Housing Inspectors
- Settled landlord/tenant disputes and conducted Fair Hearings within HUD regulations.

08/1979 – 08/1989 *Secretary to the Director of Institutional Planning (35 hours per week)*
Faculty Secretary/Receptionist
Niagara University, Niagara University, NY

- Performed secretarial and receptionist duties for the Director and performed secretarial and Receptionist duties for 22 faculty members. Duties included assisting the Department Chairperson, answering the phones for all faculty members, coordinated faculty schedules and Meetings, typing all exams, textbooks, reports and correspondence, data entry, recordkeeping, ordered supplies, and supervised student assistant staff.

EDUCATION AND ACHIEVEMENTS:

Bachelor of Science, Human Services, 1990
SUNY at Empire State College, Buffalo, New York

Notary Public License, Current
New York State Department of Licensing Services, Albany, New York

Self-Sufficiency Coordinator Certificate, 2013
HUD, Washington, DC

Housing Counselor Certificate, 2000
HUD, Washington, DC

REFERENCES:

Seth Piccirillo, Director of Community Development
City of Niagara Falls, New York, Phone: 716-696-0794

Adrienne DeVantier, Supervisor, Leased Housing Program
City of Niagara Falls, New York, Phone: 716-525-0858

Jeff Kline, Property/Program Manager, Lockport Housing Authority
Lockport, New York, Phone: 716-531-1716