

Position Description

JOB TITLE: **HCV Manager/ Management Analyst**
(Salary to be determined based on experience)

REPORTS TO: **ASSISTANT EXECUTIVE DIRECTOR**

DEPT. /DIVISION: **EXECUTIVE ADMINISTRATION**

FLSA STATUS: **EXEMPT**

POSITION SUMMARY:

The Housing Authority of Fulton County, Georgia is an evolving and transforming Housing Authority located in metropolitan Atlanta. HCV Manager provides leadership and direction to the various departments. Also, the HCV Manager/Management Analyst is responsible for planning, development, implementation and monitoring various housing programs to include: Housing Choice Voucher (HCV), Public Housing (PH), Low Income Housing Tax Credits (LITHTC), and other non-federal programs. The selected candidate will be responsible for interpreting federal, state, and local regulations as it relates to implementation of HUD Programs and policy recommendations to ensure overall compliance. Additionally, a comprehensive knowledge of HUD programs, regulations, reporting and applicable affordable programs on the State level. Ensures compliance with HUD and other relevant regulations. Prepares management reports, grant proposals, funding applications, and recommends decisions affecting the operations and administration of the Agency. Candidate will work with the Executive Director and Assistant Executive Director to ensure standards are set and goals achieved according to the objectives set forth by the Board of Commissioners and contained in the ACOP and Administrative Plans.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direction of the Assistant Executive Director; the HCV Manager exercises direct supervision over 2 employees and indirect supervision over an additional 6 employees.

MAJOR DUTIES AND RESPONSIBILITIES:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Ensure teams meet and/or exceed the Housing Authority's performance standards
- Ensure each team's compliance with the PHA's Administrative Plan, Standard Operating Procedures and HUD regulations
- Determine team staffing and training needs; Coordinate and provide appropriate recruiting, training, coaching and leadership
- Obtain, process and correct EIV and PIC reports via HUD's Secure Systems website for all housing programs monthly.
- Communicate PIC and EIV errors to management and possible solutions.
- Assist with the monthly check runs for HCV & TBRA programs. Perform monthly initialization for HCV & TBRA programs to close -out the month and prepare for the beginning of the next month to request funding for the month for continued operations of the housing programs.
- Consult with off-site personnel (Project-Based Voucher & ACC) to ensure that processing of move-ins, move-outs, recertifications, and file compliance are completed timely.
- Manage and prepare reports for the HCV, Project-based Vouchers, ACC (Public Housing), TBRA, and Home Ownership programs.
- Process and manage billing for Portability participants (incoming and outgoing)
- Consult with HCV supervisor to ensure that processing of move-ins, move-outs (voucher issuance, transfer of units, portability, recertifications, and file compliance are completed timely
- Ensure timely completion of performance plans, evaluations, and disciplinary actions by Supervisors
- Identify program needs based on data collected, identify data required for use in the Management and direction of programs, and assist with developing departmental plans, procedures, and methodology. Conduct training with staff.
- Create and implement data management collection techniques, including PIC and Tenmast data
- Perform data validation and implement quality control measures to ensure the continued success of programs. Conduct file reviews on ten (10) percent of activity in the department. Identify and determine that the proper supporting documentation is included. Provide to Management a monthly report of the review. If data and documents are missing, coordinate with the appropriate staff to gather the missing information. Notify the HCV Supervisor if documentation cannot be obtained.
- Monitor and approve direct staff time sheets.
- Ensure teams provide professional and comprehensive customer service to internal and external customers.
- Evaluate standard operating procedures and processes and provide recommendations for program excellence and performance improvements.
- Fosters a culture of customer service excellence.
- Promote open communication among teams, departments and divisions.
- Provide excellent customer service to participants, owners, co-workers, clients and vendors when required.
- Assist with the preparation of SEMAP.
- Obtain certification in Housing Choice Voucher Specialist
- Review audits and investigative reports to recommend appropriate changes or corrective actions required.
- Performs other duties as assigned.

QUALIFICATIONS:

Four-year degree from an accredited institution in Public or Business Administration, Social Science, closely related field (Master's Degree preferred) or related experience. A minimum of seven (7) years of progressively responsible work experience, with five (5) years of managerial experience, for a public housing agency. Experience with Tenmast is preferred.

Ability to interpret and implement regulations pertaining to the program. Must be able to communicate effectively both orally and in writing; must possess strong computer and organizational skills required to prioritize multiple tasks, projects and demands.

PHM and HCVEM certifications must be obtained within 1 year of employment.

Company Competencies

- Collaboration: Collaborates with others
- Integrity: Acts in fair and ethical manner towards others
- Leadership: Aligns personal work goals and actions
- Quality: Meets quality standards set by organization
- Trust: Provides added value

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive.

Computer, fax, copier, telephone, and other standard business office equipment.

SPECIAL REQUIREMENTS:

- Analytical Thinking
- Attention to Detail
- Continuous Learning
- Communicates strategically.
- Effectively Manages Projects
- Ability to solve complex problems.
- Ability to work independently and as a team with minimal guidance.
- Team Leadership: Inspires team members.

ACKNOWLEDGEMENT:

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Print Name

Signature

Date

CORE COMPETENCIES AND QUALIFICATIONS

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

Commitment: Sets high standards of performance; pursues aggressive and realistic goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen
- Maintains positive "can-do" attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems, even when originating in other areas
- Consistently demonstrates effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Continuously improves own performance standards and results
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally and politely
- Anticipates what customer wants, and works to provide it
- Initiates action/response to customer complaint/inquiry
- Responds in a timely, effective manner, even if just following-up
- Considers every customer interaction as important
- Always delivers on customer commitments; measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that services delivered address the customer's needs

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively. This skill is characterized by the following types of behaviors:

- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed.
- Clearly and concisely expresses ideas and concepts orally and in writing
- Listens openly and non-judgmentally
- Expresses disagreement tactfully and sensitively
- Summarizes input, then checks for understanding
- Listens without interrupting

- Uses correct grammar, spelling and punctuation
- Ensures information is accurate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behaviors:

- Will not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem
- Reacts quickly and positively to customer and co-worker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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 - To perform this job successfully, an individual should have knowledge of spreadsheet software Excel, word processing software MS Word and knowledge of Tenmast software for designated area of responsibility.

ACKNOWLEDGEMENT:

This acknowledgement serves as my understanding of core competencies and requirements for this position. My signature below signifies that I have reviewed and understand the contents of expected competencies and behaviors for this position to which I will be held accountable for.

Employee Printed Name

Employee Signature

Date

Job Oesc- HCV Manager

