



## Position Description

<b>Position Title:</b>	Manager of HCV Program	<b>Department:</b>	Asset Management
<b>Reports to:</b>	Director of Housing Programs	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	September 2022

### Summary

The primary purpose of this position is to lead the operations of the Housing Choice Voucher (HCV) program at The Greenville Housing Authority (TGHA). The incumbent is responsible for interpreting federal, state, and local regulations regarding the HCV program operations. This position is also responsible for preparing reports that measure the success of the program, and ensuring that HCV activities comply with applicable federal, state, local, and TGHA regulations. This position reviews housing program operations against TGHA, HUD, and local, state, and federal regulations. The incumbent evaluates assigned work products in order to ensure consistent, efficient, and compliant internal operations. This position conducts technical and operational research and assists in developing quality control procedures and formulating policies that mitigate future deficiencies.

All activities must support The Greenville Housing Authority's ("TGHA" or "Authority") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

1. Hires, leads, and supervises the Housing Choice Voucher program staff in the achievement of established goals and initiatives. Ensures staff has the necessary training and resources for accomplishment of the job responsibilities. Completes performance reviews and provide recommendations to the Director concerning salary compensation and program staffing.
2. Develops necessary workflows to support Move to Work (MtW) activities, landlord participation, and housing choice.
3. Leads program communication efforts. Responds to inquiries from community stakeholders including rental property owners and other interested parties concerning HCV program requirements and procedures. Provides training to new and existing department employees and landlords on program participation benefits.
4. Tracks and completes necessary reports for PIC data entry, housing assistance payments, and voucher utilization submissions. Ensures submissions to HUD Systems are consistent with HUD standards and business practices. Responds to any regulatory audit requests.
5. Supervises initial, annual, interim, special and quality control inspections, rent reasonableness determinations and supervision of staff.
6. Monitors HCV program performance and policy adherence; reviews client folders before quality control reviews; provides personnel training and development; and stays abreast of proposed changes in policies, procedures, guidelines, and best practices in personnel development.
7. When necessary, ensures that rent subsidy is calculated correctly; conducts participant briefings; assists applicant in locating suitable and qualified housing; oversees and performs interim and annual re-examination to determine tenant income and family status; makes related adjustments in subsidy amounts.



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8. Supervises and participates in the preparation of regular and special reports required by the Authority, HUD and/or other government agencies.
9. Addresses non-compliance with appropriate staff, escalating issues as required.
10. Issues participants proposed terminations for program violations and maintains termination tracking report.
11. Completes other related duties as assigned.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

**Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

**Commitment:** Sets high standards of performance; pursues aggressive 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.

**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.

**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.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**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; supports everyone's efforts to succeed.

## Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as TGHA policies and procedures related to the position.
- Knowledge of the regulations affecting TGHA's housing programs and demonstrated ability to understand the terms, conditions, and content of TGHA's standard operating procedures for data entry.
- Skill in the operation of housing program software and databases.
- Skill in composing accurate and accessible compliance reports and related documents.



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- Skill in explaining policies, rules, regulations, and procedures.
- Ability to prepare and present ideas in a clear and concise manner in order to address compliance initiatives and issues with staff and leadership.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

### Education and/or Experience

Bachelor's Degree in business administration or related field and a minimum of four (4) years of experience providing analysis and quality control for housing programs. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

### Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### 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 functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### 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.

Office environment. The noise level in the work environment is moderate.



## Position Description

### Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**