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| <b>Position Title:</b> | Director of Housing Choice Voucher/MTW | <b>Department:</b>        | HCVP         |
| <b>Reports to:</b>     | Chief Executive Officer                | <b>Employment Status:</b> | Full-Time    |
| <b>FLSA Status:</b>    | Exempt                                 | <b>Date Created:</b>      | January 2024 |

### Summary

The primary purpose of this position is to administer the Authority's Housing Choice Voucher (HCV) program. TGHA's HCV program is a Moving to Work program. The incumbent supervises and evaluates HCV staff, ensuring that all work is performed within the appropriate time frame and in accordance with HCV and MTW requirements. This position is also responsible for preparing reports that measure the success of the programs, ensuring that HCV and MTW activities comply with applicable federal, state, local, and Authority regulations.

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.*

- Oversees the operations of the Housing Choice Voucher program; plans, organizes, coordinates, monitors, and implements HCV program initiatives to ensure that the all functions are conducted in an efficient manner in accordance with federal, state, local, Authority, and HUD rules and regulations. Monitors and reports on functional areas including eligibility, leasing, HAP, inspections, and other data as required.
- Oversees the operations of the Moving to Work program, including the planning, organization, monitoring, reporting and implementation in accordance with Authority and HUD rules and regulations. Continues to integrate program rules as HUD provides changes or amendments to the program. Provides oversight of program outcomes through periodic compliance reviews..
- Monitors samples of HCV/MTW files and folders, including tenant documentation, HQS Inspections, Rent Reasonableness data, and other records, ensuring that files are properly secured and in compliance with HUD regulations and Authority policies.
- Oversees management of HCVP waiting list in accordance with HUD regulations; Ensures management of the notification processes of applicants including completion of the application process.
- Oversees the performance of annual & biennial recertifications in accordance with applicable regulations and per Authority timelines.
- Represents the Authority's HCV program in meetings with residents, potential residents, private landlords, elected officials, housing advocacy groups and organizations, community associations, HUD, and other agencies.
- Oversees the establishment and implementation of policies and procedures to ensure leased and subsidized private-owner contracts between landlord and residents are in compliance with applicable regulations; ensures full utilization of HAP resources.
- Reviews and updates the HUD 2 Year tool. Implements strategies to support acceptable leasing levels.
- Administers all voucher portability transactions for the Authority's HCVP portfolio.



- Analyzes and addresses external factors affecting program performance, including federal funding allocations, legislation, regulations, and guidelines as they pertain to the Housing Choice Voucher Program.
- Reviews, interprets, and implements regulations and legislation pertaining to HCV Page programs; implements changes to HCV activities as needed to ensure compliance.
- Ensures TGHA and its managed agencies meet SEMAP compliance requirements by developing and instituting appropriate and effective self-assessment tools and processes; develops custom forms and reports enabling supervisors to measure SEMAP indicators for compliance; ensures that departments utilize self-assessment processes, analyzes self-assessment data, and ensures that deficiencies are corrected.
- Oversees the timely preparation, review, and submission of reports, including PIC and EIV reports. Tracks and maintains VMS records.
- Establishes and maintains HUD-required financial records and statistical reports and assists with HUD monitoring and reviews; prepares applications to HUD for grants and additional funding.
- Supervises and conducts quality control audits of HQS inspections.
- Arranges for proper parties to represent TGHA during informal reviews and hearings as required.
- Works with the Chief Executive Officer on a range of policy issues, planning, budgeting, and performance measurement. Provides recommendations to modify operating procedures and administrative plan as appropriate.
- Reviews communications and resolves issues or refers to appropriate staff member or member of TGHA management.
- Prepare written communication, reports and presentations, utilizing appropriate business language and protocols.
- Provides customer service to participants and responds to inquiries from the public, local officials and the HUD field office.
- Supports the Chief Executive Officer on special projects and assignments as required.
- Directs the work of assigned staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, providing technical advice, acting on employee problems, and recommending and implementing discipline and merit raises. Ensures supervisors under his/her purview have the tools necessary to manage daily operations.
- 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.

**Leadership:** Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

### **Job Competencies**

- Knowledge of the general operations and procedures of TGHA properties and HUD housing programs.
- 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 property management.
- Knowledge of the proper TGHA procedures for collecting, processing, and recording rental transactions.
- Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skill in customer service and resident relations.
- Ability to interpret HUD, federal, state, and local laws and regulations, as well as TGHA policies and procedures related to the position.
- 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.
- 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 perform duties with a high degree of judgment, discretion, and confidentiality.
- Ability to plan, organize, and develop a wide variety of operational and management programs and procedures.
- Ability to plan, promote, and evaluate TGHA's goals, objectives, departmental and agency plans, and other initiatives.



- Ability to assist in the hiring of new employees, evaluate performance of subordinates accurately and timely, correct deficiencies, and to guide and assign personnel.
- Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.

### **Education and/or Experience**

Bachelor's Degree in business administration or related field and a minimum of five (5) years of progressively responsible experience with the Housing Choice Voucher Program and Moving to Work. Supervisory experience required. 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.



**Read and Acknowledged**

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**Employee Signature**

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**Date**

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**Employee Name [printed]**