



JOB DESCRIPTION

HCVP MANAGER

SUPERVISION RECEIVED:

The HCVP Manager shall work under the direct supervision of the Chief Operating Officer.

SUPERVISION EXERCISED:

Exercises direct supervision over HCV Housing Coordinators and HCVP Admin Clerk.

POSITION CLASSIFICATION:

Exempt.

POSITION SUMMARY:

The HCVP Manager is responsible for providing management and leadership required to support the daily operations of the Housing Choice Voucher Program. The position responsibilities include a wide range of activities related to performance and regulatory compliance. Work is performed in a fast paced, high volume transaction environment; the position will be required to establish data integrity through risk analysis, data evaluation and reporting. The position involves managing the administrative and operational aspects of the Housing Choice Voucher Program while ensuring the delivery of excellent customer service.

In order to perform effectively in the role of HCVP Manager, he/she must be able to:

1. Demonstrate the ability to make effective, decisive performance-driven, management decisions within a fiscally challenging environment.
2. Assume a critical leadership role in a position with ever-increasing responsibilities and demands.
3. Represent the GHA with professional integrity and sound judgement.
4. Apply developed written and oral communication skills and strong knowledge of HUD rules and regulations pertaining to housing choice voucher programs, HAP utilization, PIC, and all applicable GHA policies, procedures, union contract rules and administrative practices.

POSITION RESPONSIBILITIES:

1. Managing and coordinating the operation of the Housing Choice Voucher Program including Mod-Rehab and Project-Based Vouchers, and ensuring compliance with and achieving a high performance rating on the Section Eight Management Assessment Program (SEMAP) key indicators
2. Provide oversight to Special Housing Programs (Moderate Rehab, Project-Based Vouchers, and Special Projects) related to the HCV Program to ensure the

- administration of these programs meet all HUD regulations and comply with GHA policies.
3. Review rental increases to ensure they are reasonable and consistent with other developments in the market area.
 4. Review all contracts to determine if renewing them is in the best interest of GHA.
 5. Monitor production, quality control and data integrity of transactions completed by HCV Housing Coordinators and the HCVP Admin Clerk.
 6. Ensure staff compliance of GHA's policies and procedures and HUD regulations.
 7. Monitor monthly reports to ensure integrity in the HAP process to include but not limited to: Abatement reports; HAPs on Hold; Expired Vouchers; and Zero HAP Payments.
 8. Provide assistance in the resolution of issues for participants and landlords/owners
 9. Provides clear direction and guidance on staff assignments.
 10. Holds staff accountable for performance of assigned responsibilities.
 11. Prepares timely, accurate monthly reports as directed by management.
 12. Develops and implements training and certification plan for HCV Housing Coordinators and the HCVP Admin Clerk.
 13. Completes annual, written, employee performance evaluations and monthly coaching sessions.
 14. Ensure the implementation of the Administrative Plan as well as other adopted policies and procedures.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of federal, state and local rules, regulations and standards related to subsidized housing, and of federal housing quality standards and selected local building codes.
2. Knowledge of the range of HUD regulations, principles, and practices governing public housing administration and Section 8 Housing Choice Voucher programs.
3. Ability to communicate both orally and in writing.
4. Knowledge of and skilled in, risk analysis and data evaluation.
5. Working knowledge of tenant/landlord law and contract administration.
6. Demonstrated ability to work with a diverse, low income population and communicate effectively with a variety of clients, landlords, staff and other stakeholders in a variety of situations; and to supervise others in the performance of their specified duties.
7. Proficient in Microsoft Word, Excel, and PowerPoint.

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree in business or public administration, housing management or closely related field or an equivalent combination of education and experience.
- Three to Five years progressively greater responsibilities working directly in public and affordable housing. Will consider an equivalent combination of training and experience which provides the required skills, knowledge, and abilities.

COMPETENCIES:

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

- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain 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.
- **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.
- **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.
- **JUDGEMENT** – 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.
- **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.
- **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; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

Employee's Signature

Date

Supervisor's Signature

Date



Salary Range:

Minimum: \$54,000

Maximum: \$64,478