

LAKE METROPOLITAN HOUSING AUTHORITY

An Equal Opportunity Employer

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POSITION DESCRIPTION

Name of Incumbent:		Position Title:	HCV Manager
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Office/Division:	HCVP	Employment Status:	Full-Time
Reports To:	Executive Director	FLSA Status:	Exempt
Position Grade:			
Supervises/Supervision of:	HCV/PH Assistant Manager, FSS Coordinators, Certification Specialists I and II, HCV Inspectors		

JOB RESPONSIBILITIES

In addition to the following, performs other related duties as required.

Oversees the operations of the agency's housing assistance programs such as Housing Choice Voucher Program, Section 8, Family Self Sufficiency, etc., and ensures compliance with federal, state, and local rules and regulations; supervises and evaluates assigned employees; ensures compliance with applicable rules and/or regulations; responds to inquiries, questions, or concerns regarding HCV program housing; negotiates contracts with landlords, performs quality control inspections, processes payments, maintains records, prepares and updates the administrative plan, and prepares reports.

QUALIFICATIONS

Any combination of training and work experience which indicates possession of the knowledge, skills, and abilities listed below.
An example of an acceptable qualification for this position:

Completion of college level courses in business administration, public administration, or other related discipline, plus two (2) years prior experience in HCV program supervision or management, or equivalent. A Bachelor's Degree is preferred.

LICENSURE OR CERTIFICATION REQUIREMENTS

Certified in Section 8 Housing Management by NAHRO, PHADA or similar industry.

ESSENTIAL FUNCTIONS OF THE POSITION

For purposes of 42 USC 12101:

1. Supervises all Housing Choice Voucher (HCV) and Family Self Sufficiency (FSS) staff as assigned (e.g., interviews applicants and makes hiring recommendations; schedules and assigns work; monitors employee work load and job performance; assists with the training and orientation of new employees; conducts performance evaluations; approves or denies leave requests; recommends/issues commendations and discipline; etc.); ensures daily duties of absent staff are prioritized and reassigned; ensures that work is performed in a timely, efficient manner and in accordance with applicable rules and regulations.

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2. Oversees all aspects of waiting list eligibility; casework; leasing, and inspecting; conducts meetings with staff to ensure proper coordination; prepares and maintains records, reports, and other documentation necessary for a successful Section 8 Housing Choice Voucher Program including HUD reports; ensures that submissions to HUD are accurate and made in a timely manner.
3. Reads and interprets HUD regulations, policies, and procedures, and disseminates appropriate information to tenants, landlords, and staff; monitors HUD directives and maintains and updates the HCV Administrative Plan; maintains HCV lease-up baseline as determined by the Executive Director; prepares, maintains, and implements program policies and procedures to assure program compliance; prepare reports; tracks and maintains HCV debt information.
4. Reviews files for accuracy and adherence to program requirements (e.g., participant eligibility, proper inspection, recertification, lease termination, transfers, rent calculations, etc.) for quality control and to maintain a high Section Eight Management Assessment Program (SEMAP) score; prepares, maintains, and submits the SEMAP report to the Executive Director.
5. Negotiates contracts with landlords; recommends Housing Assistance Payments contracts for approval; performs a variety of administrative duties to facilitate programs, e.g., serves as liaison to residents and landlords to ensure proper upkeep of property; etc.
6. Reviews tenant data and calculation (recertifications, interims, move-ins and move-outs), approves and submits Housing Assistance Payments (HAP) to finance monthly.
7. Establishes and coordinates leasing schedule in accordance with HUD guidelines; implements HUD schedules and develops or assists with development and administration of controls for issuance of vouchers to qualifying low income families.
8. Oversees the selection of applicants from the HCV program waiting list.
9. Attends meetings and conferences to ensure the proper operation of the HCV Program; informs staff of changes, updates, or new policies; ensures program requirements are adhered to by preparing and updating standard operating procedures.
10. Demonstrates regular and predictable attendance.

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11. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

OTHER DUTIES AND RESPONSIBILITIES:

1. Serves as agency representatives to assigned committees.
2. Performs other related duties as assigned or directed in order to promote, further, and ensure the effective and efficient operation of the Lake Metropolitan Housing Authority.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: agency goals and objectives; agency policies and procedures; applicable federal, state, and local statutes and regulations; HUD rules and regulations governing HCV programs; English grammar and spelling; office practices and procedures; supervisory principles and practices; manpower planning; employee training and development; records management; FSS program rules and regulations; community resources and services.

Skill in: computer operation; use of modern office equipment.

Ability to: define problems, collect data, establish facts, and draw valid conclusions; exercise independent judgment and discretion; understand, interpret and apply rules and regulations to specific situations; calculate fractions, decimals, and percentages; compile and prepare reports; proofread technical materials, recognize errors, and make corrections; communicate effectively; handle sensitive inquiries from and contacts with officials and the general public; develop and maintain effective working relationships; resolve complaints; train or instruct others; move quickly and effectively from one task to another; maintain records according to established procedures.

EQUIPMENT OPERATED

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

Computer and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS

The employee: works with and around chemicals found in an office environment (toner, correction fluid, etc.); may be exposed to irate or emotionally distraught individuals; may be exposed to unsanitary conditions at inspection sites.

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Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

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.

Approval of Executive Director

Date

Employee Signature

Date

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COMPETENCIES:

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

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. 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 consultation, products and services delivered address the customer's needs by asking customer for feedback

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

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- 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
- Maintains eye contact when speaking
- Thinks through main ideas that he/she is trying to express
- Ensures information is accurate; stops rumors from spreading

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 and subordinates

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

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spreadsheet software Excel and word processing software MS Word.

Employee Signature

Date