

HOUSING COMPLIANCE ANALYST

DEFINITION

Under general supervision, provides professional, complex, and specialized duties in ensuring program compliance and adherence to contractual obligations for various complex and heavily regulated housing projects; advises clients, owners, property managers on the Housing Authority (Agency)'s Housing Department quality assurance projects, programs, policies, procedures, and requirements; analyzes programmatic practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analyses, feasibility studies, research, and evaluations for assigned projects and programs; develops, summarizes, and maintains administrative records; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Housing Compliance Manager. May provide technical and functional direction to lower level staff.

CLASS CHARACTERISTICS

This is the journey-level class in which incumbents develop and implement compliance policies and procedures for a variety of projects and programs within the Housing Department, including conducting comprehensive reviews and analysis of various reports to ensure adherence to a variety of federal, state and local regulations and policies. Incumbents independently perform a variety of complex, highly responsible, and specialized functions associated with monitoring compliance with program regulations. Incumbents support the work of departmental management staff by providing a professional-level resource for organizational, managerial, and operational analyses and studies. The work has technical and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations and may involve contact with the public. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements, and the methodology used in arriving at the end results is not reviewed in detail. This class is distinguished from other analyst classifications by the specialized knowledge and responsibilities related to quality assurance and compliance programs. This class is further distinguished from the Housing Compliance Manager in that the latter has overall day-to-day management responsibility of Agency-wide quality assurance process, projects and programs.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Participates in developing goals, objectives, policies, procedures, work standards, and administrative control systems for assigned programs and projects.
- Monitors and ensures program compliance and adherence to contractual obligations for a wide variety of complex and heavily regulated Section 8 Housing Choice Voucher Program and similar boutique programs (federal and local); explains and enforces program policies, procedures, and regulations to staff, clients, owners, property managers; determines necessity and type of audit required; follows up on non-compliance issues as necessary.
- Monitors and ensures program compliance and adherence to contractual obligations for the agency-managed affordable housing property portfolio, tax credit, bond, lender, and Section 8 regulatory compliance; conducts annual audits of tenant files; coordinates with California Tax Credit Allocation Committee (TCAC) audits and affiliate entity management review of organization documents, filings, coordination of board meetings; explains and enforces program policies, procedures, and regulations to staff and property managers; follows up on non-compliance issues as necessary.
- Identifies compliance findings and provides management with analysis and recommendations to develop and/or implement risk management strategies to guide towards continuous compliance with housing regulations, policies, procedures and timeframes.
- Generates and reviews a variety of reports and documents to ensure compliance with regulations and external reporting requirements.
- Researches, compiles, analyzes and organizes information and data from various sources on a variety of work related processes; develops management reports and makes recommendations to ensure program integrity and quality assurance.
- Assists management in identifying, mitigating, monitoring and correcting compliance risks.

- Assists in the processing of program abuse allegation investigations, which includes receiving, reviewing and investigating complaints, allegations and problem areas of program abuse; prepares and maintains statistical and operational logs, records and reports; maintains computerized databases related to the assigned activities; records and tracks restitution agreements and/or payments.
- Works with management to respond to audit findings/requests, gathers data, records, and documents and provides general and clarifying information regarding the Agency's regulatory requirements and internal processes and procedures; assists in the coordination and execution of control mechanisms/testing procedures to ensure appropriate implementation so that risk is mitigated to the appropriate level.
- Assists in conducting comprehensive and/or quality assurance housing inspections to ensure compliance with Housing Quality Standards (HQS) and governing policies and procedures; confers with supervisor on complex cases and presents resolution options.
- Prepares highly sensitive and confidential memorandums to mid-level and/or senior management staff if potential wrongdoing by an employee or supervisor in the execution of their duties is found, or findings/concerns are caused by an employee's performance.
- Develops program and project scopes, descriptions, and implementation plans; assesses feasibility of program and project implementation and impact to Agency programs, operations, and services; consults with Agency staff, management, and outside agencies; develops recommendations for operational, policy, and/or procedural changes; participates in program and project implementation and monitoring of activities.
- Participates in the development and administration of program and project budgets; develops and manages program budgets; identifies and recommends resolutions for budgetary problems.
- Serves as a liaison to employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Participates in the development and implementation of new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities, including complex regulatory, operational, or administrative issues or questions; coordinates activities across departmental and functional lines; identifies and evaluates alternatives, makes and justifies recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
- Develops and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to inquiries.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Establishes and maintains contact and working relationships with all Agency departments, local, state, and federal agencies for acquisition of necessary information, and/or for the implementation of cooperative programs and activities.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in business or public administration or a closely related field; and three (3) years of increasingly responsible professional experience in including government assistance program administration and evaluation, internal compliance audits/quality control reviews, or related experience.

Licenses and Certifications:

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

Knowledge of:

- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Project and/or program management, analytical processes, and report preparation techniques; administrative programs such as, but not limited to, risk and safety management, training and development, finance, budgeting, procurement, contract administration, and other related programs.

- Principles and practices of contract administration and evaluation, budget development and administration, and sound financial management policies and procedures.
- Research, statistical, analytical, and reporting methods, techniques, and procedures.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs, as well as compliance and quality control methodology
- Business letter writing and the standard format for reports and correspondence.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Plan and conduct effective management, administrative, and operational studies.
- Perform complex specialized program compliance monitoring work with accuracy, speed, and minimal supervision.
- Perform responsible and difficult administrative work involving the use of independent judgment and initiative.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Evaluate and prepare recommendations for changes to policies and procedures and in compliance with programmatic regulations.
- Interpret, explain, and ensure compliance with federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Research, interpret, summarize, and present programmatic information and data in an effective manner.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Effectively represent the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.