

HOUSING COMPLIANCE MANAGER

DEFINITION

Under general direction, administers, manages, organizes, and monitors quality assurance and program integrity functions and activities for the Santa Clara County Housing Authority (Agency); develops and implements strategic plans and overall business objectives for assigned programs; manages the effective use of program and project resources to improve organizational productivity and customer service; provides complex and responsible support to the Assistant Director of Housing: Asset Management and Compliance; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Director of Housing: Asset Management and Compliance. Exercises general and direct supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a mid-management classification in which the incumbent manages, monitors, and evaluates the day-to-day activities in the assigned team within the Housing Department. Responsibilities include monitoring housing programs for program integrity, quality assurance, service delivery, and ensuring consistency in the application of program policies and implementation of procedures. The incumbent in this position serves as the Agency's 504 Coordinator and manages activities and processes associated with compliance with Section 504 of the Rehabilitation Act of 1973. The incumbent is responsible for developing and implementing policies and procedures in support of business goals involving significant accountability and decision-making responsibility. This class is distinguished from the Assistant Director of Strategic Initiatives in that the latter has overall responsibility for developing, implementing, and interpreting public policy and overseeing housing compliance and training and outreach functions of the Housing Department.

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.

- Develops, manages, plans, directs and coordinates, through subordinate staff, the Department's work plan, assigns projects and programmatic areas of responsibilities, reviews, evaluates and assesses workload, work methods and procedures, and administrative support systems; meets with staff and management to identify opportunities for improvement, resolves problems and directs and implements changes.
- Manages and participates in the development and implementation of goals, objectives, performance metrics and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the Assistant Director of Strategic Initiatives.
- Manages and participates in the development and implementation of Department program goals, objectives, policies, priorities, and recommends changes needed in Agency policies, procedures or work plans and recommends corrective actions to improve operations and reduce cost; implements changes in existing federal and state programs.
- Oversees the formulation of lease-up projections, the development of compliance procedures and quality control initiatives, the planning and execution of audits and file reviews, the implementation of corrective actions for program errors and the clean-up of compliance-related data.
- Oversees program compliance and adherence to contractual obligations for the agency's 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.
- Manages, plans, directs and coordinates agency activities and processes related to the Voucher Management System (VMS), Enterprise Income Verification (EIV), Public and Indian Housing Information Center (PIC) databases, and serves as the Agency lead with HUD/OIG and other auditors.

- Assists in managing and participates in the development and administration of the Federal Programs Division's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of expenditures; directs and implements adjustments as necessary.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the Assistant Director of Strategic Initiatives; directs the implementation of improvements.
- Ensures compliance through processes which include quality assurance, auditing, file review, efficiency/service delivery, software administration, preventative and ad-hoc reporting.
- Generates and reviews a variety of reports and documents to ensure compliance with regulations and external reporting requirements.
- Serves as a liaison for the Team with other Agency departments, divisions, and outside agencies; attends meetings in various locations; participates in community events and workshops that provide public information regarding departmental programs, projects, and services.
- Represents the Team to other Agency departments, elected officials, and outside agencies; explains and interprets programs, policies, and activities.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing programs and workforce development.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect Agency or departmental operations; implements policy and procedural changes as required.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Regularly reports on the results of the Agency's Quality Assurance efforts to Senior Management.
- 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 social services, or behavioral sciences, business, public administration, or a closely related field and five (5) years of progressively responsible experience in government assistance program administration and evaluation, internal compliance audits/quality control reviews, or related experience, including three (3) years of supervisory experience.

Licenses and Certifications:

None.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff.
- Public agency budgetary, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration.
- Principles and practices of subsidized housing and asset management.
- Methods, materials, and techniques used in the planning of related programs and projects.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, computer equipment and computer applications.

- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Agency in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Assist in preparing and administering large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Select, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Conduct effective negotiations and effectively represent the Agency and the assigned division in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- 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; 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.