

HOUSING AUTHORITY OF COVINGTON

POSITION DESCRIPTION

POSITION: Housing Choice Voucher/Section 8 Program Manager

DEPARTMENT: Housing Choice Voucher/Section 8

REPORTS TO: Deputy Director

FLSA: Exempt

SALARY RANGE: \$57,000-\$67,000

POSITION SUMMARY:

The Housing Choice Voucher (HCV)/Section 8 Program Manager is responsible for the daily administration, management and oversight of the HCV/Section 8 Program for the Housing Authority of Covington (HAC). This position ensures the program follows HAC's policy and procedures; compliance with local, state and federal regulations; efficient operations; quality control; staff supervision; and quality customer service to program participants, landlords and community partners.

MAJOR DUTIES AND RESPONSIBILITIES INCLUDE:

- Manage and oversee all aspects of the HCV/Section 8 program which includes eligibility, leasing, re-certifications, inspections, terminations, portability, payment processing and quality control.
- Manage and monitor program compliance with HUD regulations, internal policies, and local and state agencies (i.e. Fair Housing laws).
- Monitor and interpret HUD rules and guidance and implement necessary procedural changes. This includes acting as a liaison with state and regional HUD offices.
- Directly supervisor, guide, train and coach staff to ensure compliance and good customer service. This includes writing and delivering performance evaluations.
- Manage and oversee recruitment and retention efforts (i.e. marketing, outreach and education) of tenants and landlords.
- Manage and oversee the supervision of the various leases and contractual agreements required by the HCV/Section 8 Program. This includes serving as a mediator to program participants and/or landlords to resolve issues and complaints.
- Oversee waitlist management, eligibility determinations, briefings, voucher issuance, lease-ups, and terminations.
- Coordinate with HAC staff, contractors and/or developers on the construction or renovation of housing units that will utilize the Housing Choice Voucher/Section 8 Program. Prepare for and manage audits, reporting requirements and quality control reviews.
- Manage accurate data entry and record-keeping using housing management software. This includes identifying or implementing new software and improving processes.
- Develop and maintain policies and procedures to ensure consistency and compliance in operations.

- Develop, oversee and manage budgets. This includes HAC's operating budget, budgets related to landlord payments and issuance of vouchers to ensure program sustainability.
- Coordinate the development and timely submission of the HCV/Section 8 portion of the Annual Plan to the executive management.
- Perform or assist with special projects and other duties as needed to ensure the success of the program and the agency.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of applicable City, State, and Federal rules, regulations, and ordinances that impact the expenditure of HUD HCV/Section 8 Program funds and the ability to appropriately interpret and apply them.
- Knowledge of residential rental laws, procedures, practices, and record keeping.
- Ability to communicate effectively with applicants, tenants, contractors, other employees, city officials, and other agencies both orally and in writing.
- Aptitude and ability to utilize computer resources required by the HAC including word processing, spreadsheets, and databases.
- Strong leadership and team-building skills.
- Ability to manage competing priorities and meet deadlines.

MINIMUM EDUCATION AND EXPERIENCE

- Bachelor's degree from an accredited college or university with major coursework in public administration, social work, business, or a related field is preferred or equivalent experience combination of training and experience to meet the required knowledge.
- Prefer 3 – 5 years of progressively responsible experience in the HCV/Section 8 Program, program administration, or experience in addressing the needs of low-income tenants.
- Experience or strong knowledge of HUD's rules and regulations as they relate to the expenditure of HCV/Section 8 Program funding is preferred.
- Certification in HCV/Section 8 Program Administration or the ability to obtain it within 12 months of hire.
- Must have a valid vehicle operator's license

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands and work environment 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 essential functions.

While performing the duties of this job, the employee is regularly required to communicate information verbally or written. The employee is frequently required to remain in a stationary position or move about inside the office. The employee must occasionally move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee may sit for long periods of time and on occasion may be exposed to the elements. The noise level in the work environment is usually low.