

CONTRACT ADMINISTRATION & COMPLIANCE MANAGER

APPLICATION DEADLINE IS SATURDAY, DECEMBER 14, 2019 AT 11:59PM

Division: Section 8 Contract Administration and Compliance
Reports to: Director of Section 8 Contract Administration and Compliance
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: 36
Monthly Salary Range Minimum: \$4,510
FLSA Classification: Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Manages activities and supervises staff under THDA's Project Based Contracts Administration (PBCA) contract related to Federal Department of Housing and Urban Development (HUD) Section 8 Housing Assistance Payments (HAP). Areas of responsibility include oversight for Quality Assurance, Housing Assistance Payments (HAP) and Resident Issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, makes hiring recommendations, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Trains and monitors employees in using various computer systems, including the Contract Administration Voucher System (CAVS), HUD Secure Systems, Edison, and Customer Response Software to ensure performance standards are met.
- Tracks, follows up on, and resolves administrative and procedural issues related to Resident Issues.
- Interprets current governmental regulations regarding the PBCA Section 8 Program, then uses this information to develop policies and procedures regarding contract operations.
- Ensure calls are answered for the Section 8 Contract Administration and Compliance (S8CA&C) division (Incentive-Based Performance Standards - IBPS - 9 & 10) per HUD guidelines.
- Uses Customer Response software to view tenant information and document calls.
- Provides technical support services to clients on health and safety issues and general issues by phone, email, fax, regular mail and/or personal appointment.
- Conducts Quality Assurance Reviews (QARs) on Resident Issues.
- Maintains current and accurate knowledge of THDA program policies and procedures.
- Assures compliance with program rules and other state and federal regulations.
- Works with Director to develop or revise processes to resolve concerns identified during Quality Assurance (QA), Quality Control (QC) and/or external audits.
- Maintains good working relationships with HUD personnel and other staff involved with PBCA HAP Contracts compliance.
- Provides ongoing feedback to Division Director and other relevant leaders related to staff performance, client satisfaction and program results.
- Prepares portions of the HUD Monthly Report and Invoice as assigned by the Director.
- Attends training and meetings as necessary to stay abreast of current industry knowledge.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or GED; Associate Degree or Bachelor's degree in business, finance or related field preferred.
- One year of experience in administering contract/regulatory agreements, financial auditing, or technical experience with HUD program administration.
- One year of management/supervisory experience, to include direct supervision of staff.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to effectively manage staff.
- Ability to communicate effectively with subordinates and superiors to ensure productivity and good work habits.
- Knowledge of HUD Section 8 programs and working knowledge of industry regulations and standards or the ability to learn these quickly.
- Ability to read, understand, and interpret complex rules, regulations, policies, procedures, agreements and organizational materials.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to troubleshoot problem areas creatively and communicate solutions effectively.
- Ability to determine and make accurate mathematical calculations and system data entries.
- Ability to handle frequent procedural change.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- High level of detail and accuracy.
- Maintains credibility through sincerity, honesty, and discretion.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Maintains high level of confidentiality.
- Documents regularly, thoroughly, accurately, and completely.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive.
- Occasional in-state and out-of-state travel, including overnight travel.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION

PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS