

PROGRAM COMPLIANCE MANAGER
APPLICATION DEADLINE IS THURSDAY, APRIL 5, 2018 AT 11:59PM

Division: Multifamily Programs
Reports to: Director of Multifamily Programs
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: 36
Monthly Salary Range Minimum: \$4,295
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: Supervises and coordinates the activities of the Program Compliance team responsible for compliance monitoring and administration of Low Income Housing Tax Credits (LIHTC) program. Provides high level analysis of the performance and activities of the LIHTC program, ensuring the program is administered in compliance with federal and state regulations. Serves as the primary technical support contact for program participants and other interested parties on compliance issues. Serves as THDA's internal contact for questions on the LIHTC program.

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.
- Supervises a traveling staff who conduct reviews of LIHTC program compliance from initial lease up until extended use release; maintains knowledge on travel regulations and requirements.
- Develops internal performance standards; holds staff accountable for meeting performance expectations.
- Develops benchmarks and recommends plans for continuous improvement of operations, including decreasing turnaround times, streamlining work processes, and working cooperatively to provide quality customer service, both internally and externally.
- Oversees and develops business requirements on LIHTC program compliance in accordance with Internal Revenue Service (IRS) Section 42 and subsequent regulations for use with the Tennessee Housing Online Management Application System (THOMAS).
- Actively seeks input and incorporates key interests and specific requirements of other related Business Units into the planning and delivery of Multifamily Programs Division program requirements.
- Seeks to improve and implement efficient technical internal business functions and processes associated with compliance of the LIHTC and Multifamily Tax Exempt Bond Authority (MTEBA) programs, especially as they relate to THOMAS; develops and maintains computer reports for tracking and monitoring processes and meeting deadlines.
- Researches regulations and develops monitoring procedures to ensure an effective compliance program.
- Conducts Quality Assurance Reviews (QARs) on monitoring reports to improve compliance coordinators skills and knowledge.
- Conducts team meetings of compliance staff and confers with the Division Director or others within the organization when appropriate to discuss operational problems or explain procedural changes or practices.

- Facilitates training presentations at workshops, webcasts, and/or other agency sponsored events for internal and external program participants; represents the organization at seminars, conferences, and meetings.
- Maintains effective working relationships, primarily by providing technical support to owners, property managers, Internal Revenue Service (IRS) staff, other state agencies, and internal agency personnel.
- Assures compliance with IRS program rules and other state and federal regulations such as Housing and Urban Development (HUD) regulations.
- Interprets current governmental regulations regarding IRS 42 then uses this information to develop policies and procedures regarding allocation activities.
- Stays current on best practices, trends, multifamily rental housing, and regulations related to the division.
- Represents the division in the absence of the director.

MINIMUM QUALIFICATIONS

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

Education and Experience:

- Bachelor's degree in business, finance, or other related field preferred.
- One year of supervisory and/or management experience; managing off-site staff is a plus.
- At least one year of experience in a compliance role in an organization; administering or working with a housing program is preferred.
- Housing Credit Certified Professional designation a plus.

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.
- Working knowledge of the LIHTC program, Federal Department of Housing and Urban Development (HUD) and Uniform Physical Conditions Standards (UPCS) regulations, and property management or the ability to quickly learn these.
- Ability to read, understand, and interpret complex rules, regulations, policies, procedures, agreements and organizational materials.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Maintains credibility through sincerity, honesty, and discretion.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Maintains high level of confidentiality.
- Ability to effectively plan and organize workload of self and others.
- Ability to communicate effectively with subordinates and superiors to ensure productively and good work habits.
- Ability to provide guidance in interpreting regulations to assure compliance.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to troubleshoot problem areas creatively and communicate solutions effectively.
- 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.
- Frequent in-state and some 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