



JOB DESCRIPTION

Position:	Assistant Program Director – Finance and Program Support
Supervisor:	Program Director
Status:	Exempt
Overall Responsibility:	Provides leadership, day-to-day oversight and direction to a Department with one or more divisions. The Assistant Program Director supports, and in the absence of the program director, is responsible for planning, development, implementation and monitoring of the assigned Housing Choice Voucher program functions. The incumbent is responsible for interpreting federal, state, and local regulations regarding the implementation of program, and make policy recommendations to ensure departmental compliance. Additionally, through outstanding leadership, the incumbent works toward meeting department and company performance standards and goals. Essential duties include working through the Team Supervisors; enabling them to foster a culture of customer service excellence, monitor production, conduct quality control, and ensure data integrity of transactions completed. Collaborates with Team Supervisors to ensure compliance with PHA Administrative Plan, Standard Operating Procedures, and HUD Regulations.

Duties and Responsibilities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Monitor and enforce financial controls within the program.
- Establish and monitor annual operating budgets for the program and its administrative expenses
- Update and monitor HUD's Two-Year Tool (TYT) to ensure maximum expenditures while preventing shortfall.
- Monitor Accounts Receivable collection activities with goal of reducing future accounts receivables.
- Establish professional working relationships with the Client, Families, Owners, other PHAs, and

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- Advocacy Groups and act as an escalation point for Programmatic Issues that may be raised by them.
 - Monitor production, quality control and data integrity of transactions completed by Teams.
 - Ensure Teams meet and/or exceed NMA performance standards.
 - Ensure each Team's compliance with the PHA's Administrative Plan, Standard Operating Procedures and HUD regulations.
 - Determine Team staffing and training needs; Coordinate and provide appropriate recruiting, training, coaching and leadership
 - Ensure timely completion of Performance Plans, evaluations and disciplinary actions by Supervisors.
 - Monitor and approve direct staff timesheets.
 - Ensure Teams provide professional and comprehensive customer service to internal and external customers.

 - Evaluate procedures and processes and provide recommendations for program excellence and performance improvements.
 - Promote open communication among teams, departments and divisions.
 - Provide excellent customer service to participants, owners, co-workers, clients and vendors when required with escalated cases.
 - Department and Division Strategic Planning
 - Obtain certification in Housing Choice Voucher Specialist and Executive Management within 120 days of employment.
 - Performs other duties as assigned.

Responsibility for Relationships

Internal: Provide excellent customer service to staff, management and corporate personnel. Maintain strict confidence, gaining and holding a high level of employee and management trust in handling numerous sensitive matters across NMA and related organizations.

External: Provide excellent customer service to applicants, former employees, and vendors.

Supervisory Authority

The Assistant Program Director exercises supervision over the assigned teams/divisions

Supervision Provided

Operates under the direct, general supervision of the Program Director

Knowledge and Skills Required

Ability to interpret and implement regulations pertaining to the program. Must be able to communicate effectively both orally and in writing; must possess strong computer and organizational skills required to prioritize multiple tasks, projects and demands..

Education and Experience Required

- Education equivalent to a four-year degree from a regionally accredited institution in Finance, Public Administration, Social Science or a closely related field (Master's Degree preferred).
- A minimum of five years of progressively responsible work experience, with three years of supervisory experience, for a public agency, or related experience in the social service or community service field.
- PHM and HCVEM must be obtained within 120 of employment

Approved by: _____

Date: _____

I have read the above job description and understand and accept the tasks as outlined herein.

Employee: _____

Date: _____