

JOB DESCRIPTION

Position:	Quality and Program Integrity Specialist
Supervisor:	Supervisor
Status:	Non-Exempt
Overall Responsibility:	The Quality and Program Integrity Specialist will perform quality control reviews of the Housing Choice Voucher program's files and other related program integrity functions to include communication to key stakeholders of high profile cases and customer inquiries while ensuring compliance with HUD Regulations and the PHA Administrative Plan.

Duties & 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.

- Conducts monthly review of tenant files, identifying improper application of policies and procedures by staff members, to ensure compliance with HUD Regulations and PHA Administrative Plan.
- Conduct annual Section Eight Management Assessment Program(SEMAP) review of files
- Uses the QC knowledge bank, NMA Wiki, PHA Administrative Plan, and other resources to ensure maximum accuracy for citing errors and comments.
- Create weekly report in an accurate format as requested and updated by the Program Director and delivers the report timely each week.
- Respond to disputes for errors cited from the housing specialist in a timely fashion
- Research and resolve High Profile cases and customer service inquiries
- Drafts correspondence in response to inquiries from various stakeholders
- Other file audits as necessary
- Other duties as assigned

Responsibility for Relationships

Internal:	Provide excellent customer service through high levels of proactive communication, quality work, and integrity to co-workers, management and corporate personnel.
External:	Provide excellent customer service through high levels of proactive communication, quality work, and integrity to program participants, owners, prospective participants and owners, and contracted partners.

Supervisor Authority

None

Supervision Provided

Operates under the direct general supervision of a Supervisor.

Knowledge and Skills Required

Knowledge of HUD/PHA regulations and the HCV program. Ability to read, interpret and understand and apply regulations, Federal, State, local laws and codes. Ability to establish and maintain effective working relationships with stakeholders, internal and external customers. Ability to communicate effectively both verbally and in writing. Possess good mathematic/quantitative skills. Strong problem-solving skills, and the ability to exercise sound judgment and make decisions based on accurate and timely analyses. Advanced knowledge of Microsoft Office Products, including: Excel, Word, Outlook strongly preferred.

Education and Experience Required

Possess a four-year degree from a regionally accredited institution in Public Administration, Social Science or a closely related field is preferred; Alternatively, a two-year degree with four years of experience will satisfy the qualifications. A minimum of two years of progressively responsible work experience.