

JOB DESCRIPTION

Position:	Supervisor
Supervisor:	Manager or Director
Status:	Exempt
Overall Responsibility:	The position duties include a wide range of activities related to monitoring employee performance, ensuring all work is completed accurately within specified time frames, and making sure high levels of customer service are provided at all times.

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.

- Monitor production, quality control and data integrity of transactions completed by staff
- Conduct the specified percentage level of Quality Control of staff's files and inspections
- Ensure staff meet and/or exceed NMA performance standards
- Ensure staff compliance with the Housing Authority's Administrative Plan, Standard Operating Procedures and HUD regulations
- Determine staff training needs; Coordinate and provide appropriate training, coaching, etc.
- Completion of Performance Plans, evaluations and disciplinary actions
- Monitor and approve staff time sheets
- Ensure staff provides professional and comprehensive customer service to internal and external customers
- Evaluate procedures and processes and provide recommendations for program excellence
- Promote open communication between teams, departments and divisions
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Obtain certification in Housing Choice Voucher Specialist and Supervisor and Management within 120 days of employment
- Performs 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

Exercises leadership over 5-12 employees.

Supervision Provided

Operates under the direct general supervision of a Manager or 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 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.