



## JOB DESCRIPTION

<b>Position:</b>	Program Enforcement Specialist
<b>Supervisor:</b>	Program Enforcement Supervisor
<b>Status:</b>	Non-Exempt
<b>Overall Responsibility:</b>	Under the direct supervision of a Program Enforcement Supervisor, the Program Enforcement Specialist will have the primary day-to-day responsibility of responding to and investigating alleged violations of rules, regulations, policies, procedures, lease and HUD federal regulations by applicant, participants, owners, and internal employees.

### Duties and Responsibilities

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

- Track and investigate alleged violations of Program rules and regulations
- Maintain records of compliance activities, including any complaints or investigations
- Receive, log and investigate all Fraud Hotline complaints
- Collaborates with other departments (e.g., Case Management, Operational Support, Office of Inspector General (OIG), etc.) and to the appropriate existing resources for investigation and resolution of program violations
- Respond to alleged program violations of rules, regulations, policies, lease, and Statement of Understanding by evaluating or recommending the initiation of investigative procedures.
- Review the HUD EIV income discrepancy for possible unreported income of participants and make recommendation for possible termination
- Proactive reviews of regulatory policies and MDHCV administrative plan to stay informed of standards for the HCV program and Reasonable Accommodations
- Proficiency in the use of all investigative tools, including, but not limited to (Criminal Justice Information System (CJIS), Driver and Vehicle Information Database System (DAVID), Accurint, National Crime Information Center (NCIC), Miami-Dade Clerk of Court records, etc.

## Responsibility for Relationships

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

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

## Supervisory Authority

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No Supervisory authority

## Supervision Provided

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Operates under the direct general supervision of the Program Enforcement Supervisor

## Knowledge and Skills Required

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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

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- A minimum of two years of progressively responsible work experience
- Ability to read, interpret and understand and apply regulations, Federal, State, local laws and codes.
- 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

**BEHAVIORAL COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Leadership: Provide lead direction on special projects or processes by clearly and effectively setting course of action; and manage efficiency of processes, materials or programs by providing regular feedback and reinforcement to appropriate staff as required.
  - Performance Excellence: Set high standards of performance; pursue aggressive goals and work hard/smart to achieve them; strive for results and success; convey a sense of urgency and bring issues to closure; and persist despite obstacles and opposition.
  - Customer Service: Meet/exceed the expectations and requirements of internal and external customers; identify, understand, monitor and measure the needs of both internal and external customers; talk and act with customers in mind; and recognize working colleagues as customers.
  - Effective Communication: Ensure important information is passed to those who need to know; convey necessary information clearly and effectively orally or in writing; demonstrate attention to, and convey understanding of, the comments and questions of others; and listen effectively.
  - Quality: Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; monitor own work to ensure quality.
  - Responsiveness and Accountability: Demonstrate a high level of conscientiousness; hold oneself personally responsible for one's own work; and do the required fair share of work.
  - Integrity: Must abide by strict ethical standards, integrity, objectivity and confidentiality when dealing with client, employee or financial information, and budget analysis and must avoid any personal conflicts of interest.
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Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

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

Employee: \_\_\_\_\_

Date: \_\_\_\_\_