



## **JOB DESCRIPTION**

**POSITION:** Housing Specialist I- Quality Control Specialist

**SUPERVISOR:** Team Supervisor

**STATUS:** Non-Exempt

### **SUMMARY**

The position duties include a wide range of activities related to ensuring all assigned files are reviewed within the required timeframes.

### **SUPERVISION RECEIVED AND EXERCISED:**

Operates under the direct general supervision of the Quality Control Supervisor. The Quality Control Coordinator exercises no supervision over other employees.

### **ESSENTIAL 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.

- Complete 8 file reviews per day using assigned Nan McKay assessment tool. If 8 files per day cannot be completed due to other assignments, system access, or requirements to complete particular files (large families, involved expenses, etc) documentation is provided as to other assignments completed in the format requested by the QC Supervisor as part of weekly report requirements.
- Uses the *Guide to QC* and other wiki references to ensure maximum accuracy for citing errors and comments.
- Demonstrates a willingness to share information, ask questions and support the QC team to improve the QC tools and policies and procedures for the QC Team and with Operations. This also includes regularly attending the QC meeting with their assigned Operations team to help supervisors and housing specialist better understand the root causes for errors and strategies to avoid making those errors in the future. Is also open for questions from their team when the supervisor is not available.
- Works with the training team to provide support as a mentor to new and ongoing housing specialists, provide example documents, errors and issues to use in training sessions, and brings questions and concerns to the forefront that need clarification or training to help ensure QC, Operations and Admissions staff have the tools and information needed to do accurate file reviews.
- Creates weekly report in an accurate format as requested and updated by the QC Supervisor and delivers the report timely each week.
- Responds to push back from the specialist in a timely fashion. Ensures that all pushback is resolved before PHA reviews the file. Keeps an open mind regarding the specialist's

point of view but makes their determination based on the facts at the time they initially reviewed the file.

- Obtain certification in Housing Choice Voucher Specialist within 120 days of employment with greater than 84%.

**DESIRED QUALIFICATIONS:**

Education equivalent to a four-year degree from a regionally accredited institution in Public Administration, Social Science or a closely related field; a minimum of two years of progressively responsible work experience for a public agency, or related work in the social service or community service field preferred. Alternatively, a two-year degree with four years of experience will satisfy the qualifications.

Ability to apply regulations pertaining to the program. Must be able to communicate effectively both orally and in writing. Must have excellent interpersonal skills necessary for conducting HCVP Participant interviews. Must possess strong computer and organizational skills required to prioritize tasks and demands and consistently deliver work product on time.