

**FERNDALE HOUSING COMMISSION  
JOB DESCRIPTION**

**SECTION 8/HOUSING CHOICE VOUCHER MANAGER**

The Section 8/Housing Choice Voucher (HCV) Manager independently manages the program application and intake process, provides technical guidance to Section 8/HVC staff, oversees quality control and compliance reporting related to the program, and assists the Executive Director in developing and administering program policies, processes, and procedures.

**ESSENTIAL JOB DUTIES**

*Essential job duties include but are not limited to the following, and may be performed with or without reasonable accommodation:*

1. Administers the Section 8/HCV admission process. Prepares letters, forms, and related materials, creates official files, completes requisite verifications, and enters information into the system to create official records.
2. Prepares for and holds program orientation meetings for program participants and landlords.
3. Ensures confidential and sensitive information is handled according to federal regulations and agency policy.
4. Completes HUD reporting and related program compliance activities, including SEMAP, PIC, and VMS. Advises the Executive Director of any compliance issues, and assists in remedying any deficiencies.
5. Monitors and remains abreast of program-related statutory changes and changes to HUD requirements such as PIH Notices. Analyzes impacts on programs and makes recommendations to the Executive Director.
6. Assists the Executive Director in reviewing policies, procedures, forms, processes, data and information management systems, and related administrative procedures. Researches options and alternatives, makes recommendations, and assists in developing and executing implementation strategies.
7. Trains less senior staff, provides technical guidance, and professional development assistance. Assists in troubleshooting unique and complex issues, and consults with Executive Director as needed.
8. Provides input on staff development and assessing technical competencies.
9. Models exemplary customer service standards through interactions with program applicants, participants, landlords, vendors, and the general public.
10. Assists staff with challenging customer interactions, mediating disputes and deescalating confrontational situations to the extent possible. Refers unique or especially difficult situations to the Executive Director.
11. Coordinates Housing Quality Standards (HQS) inspections process.

12. Advises the Executive Director on the performance of contractors and vendors associated with the program, and recommends corrective action as necessary. Assists in researching alternatives and developing related specifications. Reviews invoices for accuracy.
13. Compiles and prepares compliance reports and other specialized reports. Monitors program metrics and performance against HUD standards.
14. Completes file reviews and assists other staff with examination compliance issues.
15. Performs the duties of other staff as operational needs demand, including front desk and receptionist duties.
16. Executes contracts with landlords and ensures program compliance.
17. Works with the Fee Accountant on routine accounting and finance issues. Coordinates unusual financial issues with the Executive Director. Assists Executive Director in budget development and administration.
18. Reviews violations and/or evictions as needed for compliance with HUD requirements and agency policy. Advises Executive Director of non-routine terminations.
19. Prepares for hearings and appeals; maintains related documentation and provides factual testimony.
20. Performs other duties as needed.

### **REQUIRED COMPETENCIES**

*The following competencies are required in order to successfully perform essential job duties. This list is not intended to be all-inclusive.*

1. **Technical Expertise**: thorough knowledge of Section 8/Housing Choice Voucher statutes, HUD regulations, current PIH notices, HUD handbooks, HUD forms, opinions or rulings by HUD's Office of General Counsel guidebooks and related materials.
2. **Sound Judgment**: ability to differentiate requirements from permissive policy to interpret and apply policies in a manner consistent with agency mission and philosophy, and to advise others.
3. **Leadership**: ability to train and coach others, coordinate complex workflow, and lead group meetings.
4. **Discretion**: ability to handle extremely sensitive and confidential information and maintain professionalism in difficult situations.
5. **Emotional Intelligence**: skill in handling all interactions with other staff members, program participants, landlords, HUD, the public and others with tact, diplomacy, compassion and professionalism; even challenging and sometimes confrontational customer interactions.
6. **Strong Team Member**: ability to work constructively with other team members, even those who may have different personalities and approaches to work; seeking the best in others and being open to seeing things from

another's point of view; assuming the best in one another's intentions; readily pitching in to ensure organizational goals are met.

7. Independent problem solving: intellectual curiosity and self-motivation to proactively seek out solutions, research alternatives, and prepare recommendations.
8. Organizational aptitude: ability to organize and maintain complex files, paper and electronic, track information and data, prepare accurate financial and operational reports, and complete related administrative tasks.

### **MINIMUM QUALIFICATIONS**

*The following qualifications or an equivalent combination are required for the position.*

1. Bachelor's Degree and five to seven years' experience as section 8/HCV housing administrator or similar position.
2. Valid driver's license and suitable driving record, and ability to maintain one throughout employment, in order to complete inspections and site visits throughout Wayne, Oakland & Macomb Counties.
3. Intermediate level user of standard office software (Microsoft Outlook, Word, Excel) and ability to learn specialized agency software.
4. Certification as Occupancy Specialist and/or Senior Occupancy Specialist preferred.
5. Willingness to participate in ongoing professional development, including HCV Management and HQS Inspections, preferred.

### **PERFORMANCE MEASURES**

*In addition to the duties and competencies within this job description, some or all of the following measures or metrics may also be used to assess performance and professional development needs.*

- ✓ SEMAP Score
- ✓ Utilization Rate
- ✓ Number of Hearing Requests
- ✓ Customer Service Feedback Forms
- ✓ Annual Audit Findings
- ✓ Secret Shopper reports