

**HOUSING AUTHORITY
of the
COUNTY OF MONTEREY**

**QUALITY CONTROL MANAGER
(FLSA Exempt)**

DEFINITION/PURPOSE:

Plan, organize and conduct the auditing and monitoring function of the Authority including the monitoring of the Authority housing programs, including Housing Choice Voucher and Rental Assistance Demonstration housing program as well as other affordable rental programs. Issue reports of findings to the Executive Director. Assist the Executive Director in the development and implementation of programs and processes that maximize the probability of the Authority accomplishing its goals and objectives.

DISTINGUISHING CHARACTERISTICS:

This single position confidential classification is responsible for the periodic auditing and monitoring of the Authority's housing programs. This classification must have knowledge of a multiplicity of programs and the diverse qualifications and requirements for each program. It differs from all other classifications in that it solely responsible to the Executive Director for the successful accomplishment of the department's goals and objectives for this function.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct and general supervision of the Executive Director.

May provide indirect or direct supervision to assigned personnel.

ESSENTIAL JOB FUNCTIONS: Duties include, but are not limited to, the following:

- Conduct periodic program audits of housing programs.
- Review forms and letters used by various housing programs for required format and language. Ensure that Limited English Proficiency Plan is being followed.
- Monitor waiting lists of preliminarily qualified applicants for housing through one of the Authority's several programs with diverse qualifying requirements. Review priority and preference lists of eligible applicants for consistency with program requirements. Review accuracy of leasing from waiting lists to ensure compliance with program rules. Report deficiencies.
- Explain and interpret program procedures and objectives to staff. Respond to requests and inquiries from the public both in person and by telephone.

- Review client files for eligibility and continued certification for accuracy and completeness. Assure compliance with applicable rules and regulations. Report deficiencies.
- Maintain accurate records and logs of files reviewed.
- Monitor client files for completion of recertification in a timely fashion. Report deficiencies.
- Monitor housing programs for compliance with various regulatory agreements and contracts including timeliness of reporting to funding agencies. Report deficiencies.
- Monitor housing programs to ensure compliance with fair housing laws and regulations. Report deficiencies.
- Provide housing program technical assistance to other departments. Assist with specialized programs such as inclusionary housing and Mortgage Credit programs as needed.
- Undertake special assignments as directed by the Executive Director.
- Prepare monthly activities and status reports and special situational statistical reports.
- Keep the Executive Director advised of operational issues. Assist in resolving problems by recommending solutions to them. Provide training to Authority staff as needed or directed.
- Review and prepare comments on proposed Federal, State and local regulations and their prospective impact on housing programs. Suggest alternative courses of action, as applicable. Respond to inquiries from local legislators and officials.
- Serve as the Authority's Section 504 Coordinator. Respond to requests for Reasonable Accommodations from persons with disabilities within appropriate time frames. Keep abreast of statutory and regulatory changes to Fair Housing laws and advise the Executive Director of needed policy changes. Train Authority staff as necessary regarding Fair Housing issues and processes.
- Administer the Mortgage Credit Certificate (MCC) Program in conjunction with the County of Monterey Housing Office and any other Authority programs for low-income home ownership.
- Act as an Authority Hearing Officer and conduct informal hearings and formal grievance hearing as requested by applicants or program participants. Render decisions in such cases to clients and staff in writing within appropriate time frames as required by policy.
- Maintain adequate monitoring and reporting systems to ensure the adequacy, quality, and timeliness of program work.
- Make verbal reports and presentations to the Board of Commissioners and other bodies as needed. Prepare resolutions for Commission review and approval, as requested.
- Act as coordinator for the Authority for the collaborative Assessment of Fair Housing (AFH). Complete Affirmatively Furthering Fair Housing requirements in a timely manner to complete the required Five Year PHA Plan.
- Act as the Authority Security Administrator for the Enterprise Income Verification (EIV) and Web Access Subsystem (WASS) in HUD-REAC.
- Responsible for the completion of the Annual and Five Year PHA Plans as required by HUD regulations. Coordinate hearings with the Annual Plan Advisory Board and the Board of Commissioners.
- Monitor program fraud allegations from outside the Authority and maintain records of review and investigations.
- Maintain regular and consistent attendance.

OTHER JOB FUNCTIONS:

- May represent the Authority at public meetings and conferences.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – The requirements of eligibility determination for each of the subsidized or affordable housing programs. Principles and practices of property management. Record keeping, statistical analysis and reporting. Federal, State and local laws and regulations pertaining to the housing programs of the Authority. Local social services agencies and their programs and their availability. Public housing and affordable housing laws, program and agency rules, regulations, standards and programs, and the local housing market. Knowledge of personnel management and supervision. Modern office procedures and the principles of business letter writing and report preparation. Proper English usage, spelling, grammar, and punctuation. The use of computers and their applications.

Ability to – Plan, organize and monitor office programs and projects. Analyze, interpret data, and prepare reports. Comprehend and interpret complex housing assistance rules, regulations, and laws as they pertain to clients' eligibility and participation. Maintain confidentiality. Organize work and set priorities. Establish and maintain effective working relationships and interaction with those contacted in the course of work. Effectively interview and obtain required information to monitor Authority services. Prepare clear and concise reports and correspondence. Communicate complex ideas clearly and effectively both orally and in writing; and speak effectively before groups. Exercise sound independent judgment within established guidelines. Maintain the mental capacity for sound decision making and the physical capability to perform assigned duties. Operate a personal computer using various Windows-based applications programs.

Licenses and Certificates – Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority.

Must be able to attain a Tax Credit Housing Management Certification and a USDA Farm Labor Certification within one year of employment.

Physical Abilities and Work Environment – Must have the ability to drive an automobile, sit for lengthy periods of time in a standard indoor office environment and lift to 25 pounds. Operate keyboard equipment.

Other – Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Department of Homeland Security.

- Bilingual fluency in English and Spanish is desirable.

- Be insurable by the Housing Authority's insurance carriers.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities is:

Experience – Four (4) years of increasingly responsible experience with eligibility determination for various housing programs, including the administration of diverse rules and regulations of multiple programs, including both conventional, affordable, and the Housing Choice Voucher program. Two (2) years' experience in the supervision and management of employees.

Education – Possess an Associate Degree, or two full academic years of training, from an accredited college or university with a major in social science, behavioral science, business administration, or a closely related field. Possession of a bachelor's degree from an accredited college or university with major in one of the related fields is desirable.