51072 – PUBLIC HOUSING ADMINISTRATOR
CITY OF PARMA
270 – PUBLIC HOUSING

JOB SUMMARY

The **Public Housing Administrator** ensures that both the Housing Choice Voucher (HCV) and Public Housing programs operate in compliance with federal regulations and standards. The incumbent will compile all tenant and program information related to the Housing Choice Voucher Program. The **Public Housing Administrator** ensures that required HUD reporting, HUD performance and production levels are continuously monitored and adequate. Reporting to the Executive Director; the position focuses on administrative and financial reporting. The **Public Housing Administrator** will perform all eligibility and criminal verification activities for the HCV program and will work with the Program Manager of Public Housing to facilitate the day-to-day operations such as continued eligibility, investigations, informal hearings, clerical, reporting and quality control measures. This position is "Unclassified" (not classified) within the Civil Service of the City of Parma.

WORK ACTIVITIES

Specific Functions and Duties

- Monitors HCV and Public Housing programs and eligibility process through quality control assessments*
- Works with the Program Manager to complete Section Eight Assessment Program (SEMAP) indicator reporting requirements on a monthly basis*
- Conducts annual and interim recertification procedures*
- Performs a variety of clerical and data entry tasks in order to complete the annual and interim recertification activities related to the determination of continued eligibility*
- Completes data entry in the family certification (50058) system for submission to PIC computer system and generates required reports*
- Generates Enterprise Income Verification (EIV) reports on a monthly basis; maintains secure filing system for EIV screen prints and destroys records in accordance with HUD guidelines*
- Compares reports against individual participant declarations and case notes*
- Determines debt created by unreported incomes*
- Determines the necessity for repayment agreements and prepares security deposit transmittals/promissory notes, etc.*
- Receives and responds to inquiries and concerns from applicants or other persons on matters related to HCV and public housing and conducts eligibility follow-up interviews*
- Performs solid and concise verification management*
- Conducts all preliminary and finalized lease-up activities including but not limited to; family briefings, third-party verification appointments, preparation of leasing packets and tenant permanent file records*
- Schedules and conducts lease signing appointments*

- Conducts all aspects of both incoming and outgoing portability transactions including but not limited to communicating with other housing authorities that administer Housing Choice Voucher Programs; completion of all required forms and paperwork associated with the portability process, monthly follow up for all billable portability activities*
- Investigates/facilitates investigations of all forms of reported fraud; schedules and conducts allegation appointments, reports to HUD and assists the HUD field office with legal proceedings as appropriate*
- Coordinates informal hearings for HCV program; receives and responds to informal hearing requests, reviews case files and prepares departmental recommendations, schedules and attends hearings, develops and maintains tracking mechanisms to log hearing officer determinations, etc.*
- Receives and distributes rent increase requests; reviews and processes Rent Reasonableness records from inspection department, receives and responds to landlord inquiries regarding denials as needed*
- Regularly audits staff production and performance and reports results*
- Audits staff work for program compliance and reports results*
- Performs public housing quality control reviews. PHAS testing on quarterly basis
- Completes PHAS requirement for fiscal year ending reporting*
- Compiles all annual and interim recertification appointments*
- Sends out verifications and makes sure all aspects of the HCV program are in compliance*
- Submits Real Estate Assessment Center (REAC)/PIC/Multi-Family Characteristic System (MTC)/Happy Software reports*
- Shares finance communication with auditors, staff and management*
- Prepares reports and provides back-up documents to CPA in accordance with HUD audit regulations*
- Conducts voucher briefings*
- Manages wait list*
- Assists with front desk/reception coverage*
- Performs quality control inspections for HCV as necessary and in accordance with SEMAP requirements*
- Performs a variety of clerical and data entry tasks to update and maintain accurate records; performs documents and reports, etc.*
- Attends staff meetings and community meetings as assigned*
- Assists with attendance tracking*

*Denotes Essential Job Functions,
+Denotes Essential Job Functions, Scheduling Accommodations Possible

CORE COMPETENCIES

Commitment

- Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them

- Strives for results and success; conveys a sense of urgency and brings issues to closure, persists despite obstacles and opposition
- Takes initiative to make things happen
- Maintains positive "can-do" attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems even when originating in other areas
- Consistently improves own performance standards and results
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

Customer Service

- Meets/exceeds the expectations and requirements of internal and external customers
- Identifies, understands, monitors and measures the needs of both internal and external customers, talks and acts with customers in mind
- Recognizes work colleagues as customers
- Treats customers with courtesy and concern, responds promptly, professionally and politely
- Initiates action/response to customer complaint/injury
- Responds in a timely, effective manner, even if just following up
- Considers every customer interaction as important
- Always delivers on customer commitments; measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that consultation, products and services delivered address the customer's needs by asking the customer for feedback

Effective Communication

- Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing
- Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively
- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed
- Clearly and concisely expresses ideas and concepts orally and in writing
- Expresses and disagreement tactfully and sensitively
- Uses correct grammar, spelling and punctuation
- Thinks through main ideas that he/she is trying to express
- Ensures information is accurate; stops rumors from spreading

Responsiveness and Accountability

- Demonstrates a high level conscientiousness; holds oneself personally responsible for one's own work, does fair share of work
- Will not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem

- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers and subordinates

TOOLS AND EQUIPMENT USED

- Calculator
- Computer
- Copy Machine
- Fax Machine
- Telephone

JOB CONTEXT

The **Public Housing Administrator** works a 35 hour week from 8:30a.m. until 4:30p.m. which includes one unpaid hour for lunch. This position is full-time and operates 12 months a year. The **Public Housing Administrator** performs his/her duties within a temperature-controlled environment with little or no supervision. The incumbent will operate office equipment which requires continuous and repetitive arm, hand and eye movement. The position has a moderate stress level.

JOB QUALIFICATIONS

Upon hire, a **Public Housing Administrator** must have:

- Completion of a degree in business administration, public administration, accounting or other related discipline
- At least two (2) years' experience in Housing Choice Voucher/Public Housing programs
- Understanding of; budget controls, financial reporting, supervision of staff
- Ability to understand and implement HUD regulatory changes as they occur
- Ability to develop policies and practices that will ensure compliance with the established HUD regulations
- Ability to deal with multiple problems involving several variables within familiar context; ability to define the core root of problems
- Ability to collect data, establish facts and draw valid conclusions
- Ability to exercise independent judgment and discretion
- Ability to understand, interpret and apply Local, State and Federal laws, rules and regulations to situations as dictated
- Ability to calculate fractions, decimals and percentages
- Ability to prepare charts and graphs
- Ability to prepare accurate documentation; to compile and prepare any and all necessary reports
- Ability to communicate effectively; to develop and maintain effective working relationships
- Willingness and ability to travel to and gain access to work sites

- Possess a solid understanding and familiarity regarding the use of computer operations including; MS Word, Excel and other various computer programs
- Ability to use modern office equipment
- Must possess a valid State of Ohio driver's license and remain insurable under the agency's vehicle insurance plan

After hire, a **Public Housing Administrator** must have:

- Must complete formal training for the Housing Choice Voucher Specialist, Public Housing Administrator Certification and HQS inspection. Passing the examination with a 70% score or better within the first six (6) months is a condition of continued employment.
- It will be expected that the candidate will remain up to date with currently developed regulatory requirements related to the operations of housing programs along with future creation and changes as they occur.

The salary range for this position is $40,000.00 to $73,910.66 based on experience. The City of Parma is an equal opportunity employer. The new hire probationary period is one year.

Applications may be obtained from the City of Parma Human Resources & Purchasing Department at Parma City Hall, 6611 Ridge Road, Parma, Ohio, 44129. An application can also be found on the City's website under the Human Resources tab: http://www.cityofparma-oh.gov/cityhall/personnel.aspx.

Applications and resumes shall be submitted after completion to the City of Parma Human Resources & Purchasing Department, 6611 Ridge Road, Parma, Ohio 44129. Applications and resumes will not be accepted via email. Applications submitted after 4:00p.m. on December 3, 2014 may not be considered for this vacancy but will be retained for future consideration for a period of two years.

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