



POSITION DESCRIPTION

TITLE: COMPLIANCE AND QC ANALYST
DEPARTMENT: COMPLIANCE

BASIC FUNCTION

This position encompasses a variety of tasks including auditing of Housing Choice Program files for quality control as it pertains to SEMAP, PIC and other compliance matters. This position shall work independently with general supervision from management staff. This position shall require interaction with all other program staff for the purposes of quality control reviews and reporting.

ORGANIZATIONAL RELATIONSHIPS

Reports to:
• Deputy Director of Compliance and Reporting

Supervises:
• None

ESSENTIAL DUTIES

- A. Coordinate with other program staff for quality control reviews
- B. Follow predetermined quality control procedures
- C. Develop new procedures when applicable
- D. Determine sample sizes for various quality control reviews
- E. Review and audit tenant files for SEMAP and other HUD compliance
- F. Interview various staff regarding policies and procedures
- G. Query various databases to perform data sampling
- H. Create reports from pre-programmed reporting modules
- I. Prepare written reports of findings of quality control reviews
- J. Advise various levels of staff of findings
- K. Research various HUD rules and regulations
- L. Research and review administrative policies and procedures.
- M. Make recommendations for improvements to performance, policies and procedures
- N. Make recommendations for opportunities for efficiency and streamlining
- O. Maintain reporting ledgers
- P. Prepare various period reports as required

KNOWLEDGE, SKILLS AND ABILITIES

- A. Ability to perform arithmetic calculations
- B. Ability to read, understand, interpret rules and regulations
- C. Ability to compile and analyze information
- D. Ability to follow predetermined procedures
- E. Ability to communicate in writing by preparing documents such as correspondence, memos and reports
- F. Ability to explain rules and guidelines in terms appropriate to audience
- G. Ability to interview individuals in order to obtain necessary information
- H. Ability to review reports and files to obtain necessary information
- I. Ability to operate a computer

INFORMATION PROCESSING SKILLS

- A. Ability to study information and HUD regulations so as to determine, define, and comprehend its elements, including conducting of intake interviews to identify the actual physical certification needs of clients
- B. Review of third party documentation to determine program eligibility and compliance
- C. Responsible for maintaining all required records and for the preparation of all required reports
- D. Attend seminars and or training as required

INTERPERSONAL COMMUNICATION

- A. Advanced communication skills in the areas of interviewing, investigation, interpretation, written and verbal communication, persuasion, and negotiation
- B. Negotiate, within program guidelines, with landlords to house eligible families
- C. Correspond with families, landlords and agency affiliates

CONFIDENTIALITY

- A. Must have ability to safeguard confidential and sensitive information which has legal and personal consequences if divulged.

SCOPE OF RESPONSIBILITY

- A. Ability to determine a solution and what method to follow based upon the transaction that needs to be completed.
- B. Exercises sound and ethical judgment when acting on behalf of the organization

PARTNERSHIP DEVELOPMENT

- A. Demonstrates Inclusiveness - Fosters respect for all individuals and points of view. Shows a personal commitment to create a hospitable and welcoming environment for all.
- B. Demonstrates adaptability - Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Additionally, modifies one's preferred way of doing things based on new acquired information.
- C. Demonstrates Self Development - takes personal responsibility for one's own learning and development through a process of assessment, reflection, and taking action.
- D. Demonstrate effective communication skills- Effectively conveys information and expresses thoughts and facts. Demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- E. Demonstrates teamwork - individual interests are subordinated to group unity and efficiency; coordinated effort. Effectively adapts to changing priorities, situations, and demands.
- F. Demonstrates service-mindedness - Priority is focused on service delivery through establishing and maintaining positive relationships with internal and external colleagues and customers. Includes, but not limited to, being

approachable/accessible to others.

- G. Demonstrates Stewardship - is responsible for taking good care of resources entrusted to one, which includes company time and property, work accountability and ethical judgment.
- H. Demonstrates motivation - the initiation, direction, intensity and persistence of behavior in innovation, creativity, taking action, and problem-solving.

TRAINING AND EXPERIENCE

- A. Associates degree and a minimum of two (2) years experience in the Housing Voucher Program performing occupancy functions or compliance functions OR
- B. Four (4) years related experience
- C. Participation in CVR's Housing Choice Voucher Program course within 90 days of hire

ADDITIONAL RESPONSIBILITIES

- A. All additional program specific duties as assigned by the Supervisor.