

QUADEL CONSULTING & TRAINING

JOB DESCRIPTION

TITLE: Housing Choice Voucher Managing Director

DESCRIPTION: Provides overall management and leadership for all business related to the administration of the Housing Choice Voucher (HCV) Program. Provides daily direction and support to staff and ensures that all work products prepared by the department are completed in a timely manner and are produced with the highest quality.

REPORTS TO: Project Director

SUPERVISES: HCV and Inspections Supervisors, Operational and Support Staff as assigned

KEY DUTIES:

- As a key member of the leadership team, supports the Project Director in ensuring that all contract requirements/goals and corporate requirements of the department are achieved on time and within budget.
- Oversees the operational functions tied to the administration of the HCV Program including waiting list administration, intake, occupancy, inspections, quality assurance and customer service.
- Evaluates and interprets HUD regulations and guidelines as they pertain to the HCV Program. Maintains program compliance with all statutory, regulatory, contractual, or other applicable standards.
- Ensures that program operations are performing at a high level throughout the year and are achieving all performance standards, quality metrics and SEMAP goals as required by our contract.
- Performs full or partial supervisory responsibilities including assigning and reviewing work, training, addressing employee problems, establishing objectives, interviewing applicants, hiring employees, discipline, discharge, recommending salary increases and performance evaluation.
- Identifies areas of compliance risk and oversees risk audits as necessary in various program-related aspects including HQS, SEMAP, Finance, Fair Housing, etc. Presents thoughtful solutions for managing and mitigating risk.
- Ensures effective utilization and trouble shooting of system-of-record software. Manages the data integrity of the system-of-record including successful and timely submissions/corrections of HUD Form 50058 and oversees all regular internal and external reporting.
- Prepares policy and procedure recommendations and administers approved policies/procedures related to housing programs administered by the organization.

- Provides accurate data and reporting as required for regular contract performance reporting.
- Represents the Program in a highly professional manner to representatives of federal and local agencies of government, the private housing industry, and community groups as necessary.
- Coordinates flow of appropriate communication, information, guidance and direction throughout the operation.
- Integrates professional customer service and corporate values into all levels of operations.
- Requires all division staff to maintain a high degree of professionalism and exceptional internal and external customer service in the exercise of their duties.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to energize, motivate and provide effective leadership to sustain a productive organization serving a diverse, limited income population.
- Ability to think creatively and apply concepts to daily operations.
- Ability to analyze administrative systems and data, and develop structures and strategies designed to provide high quality, cost effective service to the public.
- Skilled in sustaining a collaborative, teamwork style of management.
- Ability to interpret and implement complex and changing federal policies and regulations.
- Strong commitment and ability to assist in the professional development and training of staff.
- Ability to effectively communicate verbally and in writing, both within the organization and externally.
- Knowledge of the HCV program and the ability to understand, interpret, apply and explain federal and agency policies, regulations, and procedures are required.
- Ability to negotiate and resolve conflict.
- Must demonstrate competency with technology solutions and Microsoft Office Suite applications.
- Ability to effectively write letters, reports, procedures, maintain documentation and complete required forms.
- Skilled in managing multiple/competing priorities.
- Ability to read, write and speak English.
- Ability to work nights, weekends or non-regular hours.

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's Degree required or 7 years relevant experience in lieu of a degree, plus 5 years progressively responsible supervisory experience.
- Four years progressively responsible experience in the administration of public or private housing and/or assisted housing programs.
- Experience in the management of a Section 8 rental assistance program including supervision preferred.
- Must obtain program-related certifications as required.

For consideration or if you have any questions, please reach out to:

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