



## Position Description

<b>Position Title:</b>	HCV Transaction Team Lead	<b>Department:</b>	HCV
<b>Reports to:</b>	Vice President of HCV	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	February 2020

### Summary

The primary purpose of this position is to supervise the annual and interim re-certification of the Housing Choice Voucher Program (HCVP) and ensure compliance with HUD regulatory requirements and organizational policies.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Oversees the work of staff, and provides functional supervision to staff including, but not limited to: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline.
- Creates and monitors the monthly annual recertification schedule.
- Monitors, reviews, and assigns interim recertification transactions; ensures transactions are completed accurately and timely.
- Monitors the late re-recertifications.
- Prepares proposed termination notices for non-compliance.
- Calculates and completes transactions; ensures timely completion to meet designated deadline.
- Oversees leasing operations, ensuring updated information is included in briefing packets, and assisting with processing requests for tenancy approvals as required.
- Issues vouchers to assure maximum program utilization based on annual budget CH and for expediting the lease-up process.
- Oversees waitlist management by coordinating the selection of applicants from the waiting list; tracking applicants; reviewing eligibility packets; and purging the waitlist as required.
- Oversees resident file creation and maintenance; executes documents including the HAP contract; and completes HUD forms as required.
- Oversees HCV transactions by reviewing and processing landlord rent increase requests for approval, notifying landlords, and providing documentation. Provides technical assistance to Transaction Specialists and Customer Service Representatives. Reviews hold reports to ensure release or exclusion of payments.
- Administers Enterprise Income Verification (EIV) by running EIV searches, sending missing documents letters, calculating income eligibility, scheduling voucher briefings, and sending and preparing other required documents. Reviews EIV data on a monthly basis and adjusts as required.
- Performs other related duties as assigned.



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### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

**Leadership:** Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

**Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

**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.

**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.

**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.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

### Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the general operations and procedures of CH properties, particularly in relation to the Housing Choice Voucher Program.
- Knowledge of the local, state, and federal laws governing the Housing Choice Voucher Program, including Housing Quality Standards, health and fire regulations, landlord/tenant regulations, and evictions.
- Skill in providing instruction on the HUD and CH Housing Choice Voucher Program requirements to potential participants and landlords, groups of participants and landlords, and one-on-one.
- Ability to understand, act on, and interpret policies; and to implement regulations and procedures as set forth by the Housing CH and/or HUD.



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- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to select new employees, evaluate performance of subordinates accurately and timely, correct deficiencies, and to guide and assign personnel.
- Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.

### **Education and/or Experience**

Bachelor's Degree in Business Administration or related field and a minimum of four (4) years of progressively responsible experience with the Housing Choice Voucher Program. Two (2) years of employee supervision is preferred. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under CH's automobile insurance plan at the standard rate.

### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.



**Position Description**

**Read and Acknowledged**

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**Employee Signature**

**Date**

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**Employee Name [printed]**