



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Housing Choice Voucher (HCV) Program Manager
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 03/11/2022
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
SALARY RANGE: PAY Grade G28
\$59,729-\$73,459 (Annually)
\$28.72-\$35.32 (Hourly)

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SUMMARY

The duties of this position include a wide range of activities in support of the administration of the Housing Choice Voucher program. An incumbent in this position will have overall responsibility for the performance and compliance with HUD rules of the specific program area assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

Budgeting and Financial Management

- Responsible for all budgets, budget revisions and financial performance of the program;
- Monitors program income and expenses monthly, ensuring that an optimal utilization rate and acceptable staffing are achieved without over-spending;

Landlord Recruitment

- Holds semi-annual meetings for landlords, both to attract new ones and to inform and receive feedback from current ones;
- Ensures that the program is landlord-friendly without sacrificing duty to participants and HUD;

Waiting List Management

- Achieves a program-wide utilization rate of at least 97 percent;
- Places at least 98 percent of applicants on the waiting list in accordance with the Administrative Plan;
- Selects at least 98 percent of applicants from the waiting list in accordance with the Administrative Plan;

Admissions

- Only eligible families are admitted to the program and all documentation is complete, accurate, and in full compliance with all applicable HUD requirements;
- Annual Income is documented in accordance with HUD rules;
- Adjusted Income is calculated correctly in accordance with HUD rules;
- Total Tenant Payment is calculated accurately;
- Voucher size for which each family qualifies is determined in accordance with the Administrative Plan;
- Voucher-holders receive a briefing that emphasizes housing opportunities outside areas of minority and low income concentration;
- All participant files are complete and accurate files with all necessary participant- supplied documents and third party verifications (or documentation of why third party verifications are not present);
- Every participant file contains Requests for Tenancy Approval, HAP contracts (with HUD-required Tenancy Addendum) Inspection reports, rent reasonableness determinations and leases.
- No participants will be paying more than 40 percent of adjusted monthly income in TTP;
- HUD submission rate for 50058 forms is at least 90 percent.

Annual Re-certifications, Interim Adjustments and Owner Rent Increases

- 98 percent of annual re-certifications are completed in a timely manner and special inspections take place as needed;
- Participant families are approved for a different unit/Voucher size only when appropriate.
- Families move later only in a manner acceptable under program guidelines and the Administrative Plan;
- Housing Counselor process participant-reported changes in income or family circumstances as Interim Adjustments in a timely and accurate manner;
- All information (complete information for the Annual Re-certifications, only changed information for the Interim) is documented using EIV when available, otherwise third party verifications or documentation of why third party verification was unavailable;
- Owner requests for rent increases are approved only when documentation justifies the increases and there is budget authority to fund them;
- Reviews utility allowance schedule annually and updates it when needed;
- Accurate and timely 50058 forms are submitted to HUD in 90 percent of all cases;

Family Self Sufficiency

- The number of FSS compliant participants is equal to or greater than the number required by HUD and the number of participants with escrow accounts is equal to or greater than the number required by HUD

Inspections

- Initial, annual, special and quality control inspections are performed in accordance with HUD's Housing Quality Standards and applicable HANO requirements including the standards under SEMAP for sample size and frequency of quality control inspections;
- The rent reasonableness database is complete, easy to use and being updated on a regular basis;
- Rent reasonableness determinations are made for all move-ins and rent increase requests;
- Owner/landlord and participant complaints are investigated and resolved in a fair and timely manner;

Customer Service and Files

- Applicants, participants and landlords are treated in a courteous and professional manner, with phone calls returned promptly and complaints investigated and resolved in a timely manner;
- File logs used to track participant file locations are maintained in an accurate manner so all files can be located at any time;

General

- Prepare various reports for the Director of the Housing Choice Voucher Program or the Deputy General Manager;
- Communicates with applicants, participants, landlords/owners and co-workers in a manner that is courteous and professional;
- Answers resident and landlord questions, providing information on status of rent, damage claims, property inspections, provisions of the lease and contract, program regulations, HANO policies, and procedures, etc.;
- Returns calls to participants and landlords within one workday;
- Participates in the revision to Departmental policies and procedures;
- Submits monthly performance reports (on the Program's year-to-date SEMAP score and RIM issues) as required;
- Performs other duties as assigned.

BEHAVIORAL COMPETENCIES

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

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 the Agency. 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.

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.

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

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.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

- Knowledge of HUD policies, and other Federal, state and local laws, rules and regulations related to low income housing and HANO policies;
- Knowledge of good public policy practices and procedures, business English and basic mathematics. Knowledge of spoken and written Spanish preferred but not required;
- Comprehensive and demonstrable knowledge of HUD HQS inspection procedures and HANO Section 8 policies and procedures;
- Certification in HQS Inspection, Income, Rent and Voucher program administration required within first year of employment (training and tests at HANO's expense);
- Excellent communication and interpersonal skills. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and the public;
- Ability to supervise others effectively and collaboratively, reinforcing good performance and dealing firmly but fairly with less than satisfactory performance;
- Ability to meet both internal and SEMAP program deadlines.
- Ability to plan and prioritize work of self and staff,
- Valid Driver's license;

Education and/or Experience

Bachelor of Science Degree required in Business Administration, Public Administration, Urban Affairs, City Planning, Accounting, Sociology, Psychology or a related field. Three to five years of management experience in public housing, Section 8, tax credit housing, assisted apartment management, or local government housing work (e.g. code enforcement, planning, and community development). An equivalent combination of education and experience may be considered.

Technical Skills

Incumbent performs multifaceted work requiring a deep understanding of HUD rules and requirements relative to Voucher program eligibility, income, rent, inspections and contract procedures. The employee must be able to handle complex interpersonal situations involving conflicts between assisted tenants and landlords with skill and professionalism. To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for

research and developing advanced reports. 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.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

EEO POLICY STATEMENT

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, religion, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.

