

Posting #771

EXTERNAL/INTERNAL POSTING

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EMPLOYMENT OPPORTUNITY**AKRON METROPOLITAN HOUSING AUTHORITY**

**100 West Cedar Street
Akron, OH 44307**

March 10, 2016

Job Title: Continued Assistance Supervisor
Location: Housing Choice Voucher Program
Available: Immediately
Rate of Pay: \$44,320

General Purpose

The primary purpose of this position is to supervise the Continued Assistance division within the Housing Choice Voucher Program (HCVP) of the Akron Metropolitan Housing Authority (“AMHA” or “Agency”), ensuring compliance with all applicable regulations. Incumbent is responsible for ensuring accuracy and completion of the Section 8 Management Assessment Program (SEMAP) indicators #3, 9 and 10. Incumbent supervises subordinate staff. All activities must support AMHA’s mission, strategic goals and objectives.

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.

- Supervises the activities of Continued Assistance staff members, including HCVP Certification Specialists, Project Coordinators and student interns; ensures that department and Agency objectives are met through the coordinated efforts of department personnel; ensures that work is prioritized and appropriately assigned; sets clear expectations and goals, provides timely feedback, and completes coaching sessions as required; provides individual and team training to staff members, and assures that staff has appropriate tools and resources to achieve their objectives; interviews and recommends new hires ensuring that positions are filled with individuals who meet the skills, abilities and experience levels required by the position; ensures that staff work activities and management actions are in compliance with applicable union contracts; ensures that subordinate employees are trained in and follow appropriate safe work practices at all times; manages communication channels between subordinate staff and other departments within the Agency.
- Provides expert assistance and support in income verification, rent calculations and annual recertification activities to staff members; assists with difficult or unusual cases, and offers technical assistance.
- Ensures audits are completed for all applicable R/E’s by assigning files to be audited to the Project Coordinators; distributes failed audits to the Certification Specialists; reviews all corrected failed audits for accuracy; updates applicable spreadsheets to monitor Certification Specialist performance; ensures audit completion and corrections on a daily basis.
- Conducts three file audits for each Certification Specialist every month; audits new hire files to provide feedback; initiates and audits files for participants of the Next Level Audit Monitoring Program; ensures that department audit performance measures increase in accordance with SEMAP Indicator 3 and provides updated audit scores to the HCVP Manager and each Certification Specialist.
- Ensures excellence in customer service; develops and maintains an appropriate customer follow-up process to ensure that staff members make timely and appropriate phone calls and appointments; responds immediately to customer complaints regarding staff response time, untimely appointments, rent calculations, etc.; ensures that customer complaints are resolved quickly and follows up to ensure customer satisfaction.
- Monitors and assigns monthly caseloads to the Certification Specialists to ensure timely completion in accordance with SEMAP Indicator 9; reassigns workloads during times of turnover; assists with work of subordinate staff in case of vacancies or work overload.
- Manages the converted file and move out file repositories, ensuring proper storage and retrieval of requested files.
- Assists with the formulation and revision of department policies and procedures; ensures compliance with program requirements, Agency goals, and customer satisfaction; attends meetings with landlords, and provides timely and accurate information in response to public inquiries.
- Holds regular, informative meetings with staff.

- Resolves problems that the Compliance Coordinator encounters during the end of month check run to ensure proper Housing Assistance Payments (HAP) and Utility Assistance Payments (UAP).
- Approves or denies retroactive rents prior to their submission for restitution agreements.
- Approves or denies all move out and end of participation clients prior to submission.
- Ensures compliance with certain PIH Information Center (PIC) reports and dual subsidy reports.
- Ensures accuracy of Enterprise Income Verification (EIV) reports completed by Project Coordinators.

Miscellaneous

- Devotes appropriate attention to AMHA Action Plan objectives as assigned, ensuring that such goals are met or exceeded.
- Maintains a record of acceptable attendance and punctuality.
- Other duties as assigned.

Qualifications, Education and Certifications:

Extensive knowledge of HUD regulations regarding HCVP rent calculations and recertification activities; understanding of AMHA's strategic goals and structure; skills in developing and managing reports; skills in multi-tasking, prioritization and problem resolution; knowledge of audit protocols; familiarity with Authority employment policies and union agreements; supervisory abilities.

Bachelor's degree and a minimum of three (3) years experience working in a Housing Choice Voucher Program or related area; or an equivalent combination of education and experience. Supervisory experience is preferred. Certification in Rent Calculations and EIV training are required.

TO APPLY

Internal applicants respond by completing an internal form (AMHA 364) to the Human Resources Department by 4:30 p.m. March 16, 2016. External applicants submit resume or job application to AMHA, Human Resources Department, 100 W. Cedar St., Akron, OH 44307; e-mail in WordPerfect, Microsoft Word or Microsoft Works format to personnel@akronhousing.org or apply in person Monday through Friday from 9:00 a.m. to 3:00 p.m. **AMHA JOB LINE (330) 252-9262**