



## **“FLINT HOUSING COMMISSION OPEN POSITION”**

**(Open to the Public)**

**TITLE:** HCV PROGRAM MANAGER  
**REPORTS TO:** DEPUTY EXECUTIVE DIRECTOR  
**SUPERVISES:** HOUSING CHOICE VOUCHER PROGRAM STAFF

### **JOB SUMMARY:**

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. The duties of the HCV Program Manager include managing and coordinating the daily operations of the Housing Choice Voucher Program. This position is required to follow and maintain knowledge of federal, state, local and HUD regulations, in addition to the policies and procedures of the Flint Housing Commission.

### **RESPONSIBILITIES:**

- 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.
- 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.
- Represents the Program and FHC 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.
- Requires staff to maintain a high degree of professionalism and exceptional internal and external customer service in the exercise of their duties.

- Oversees the collection of incoming applications; determines eligibility, verifies income; and selects applicants for the HCV Housing program. Ensures all phases of process are in accordance with established Administrative Plan and HUD regulations.
- Responsible for modifying the HCV Administrative Plan to ensure updated regulations are incorporated.
- In cooperation with the Finance Department, coordinates cash flow requirements, annual budget, annual contributions contract and other financial and budgeting concerns associated with the HCV Programs.
- Manages and coordinates training programs for HCV staff relative to Federal regulatory provisions, governing operations, the Administrative Plan, Housing Quality Standards, etc. Must ensure staff is well trained and able to perform duties effectively.
- Performs full supervisory responsibilities including assigning and reviewing work, training, addressing employee problems, establishing objectives, interviewing applicants, hiring employees, discipline, discharge, recommend salary increases and performance evaluation.
- Tracks units receiving payments versus units allocated to the HCV program. This must be closely monitored to prevent actual units in the program from exceeding the number of units allocated.
- Organizes the orientation program for landlords and residents. Creates and implements a comprehensive orientation program to ensure landlords and certificates/voucher holders are fully aware of their responsibilities and duties under the program.
- Coordinate the timely submission of HCV Housing Program reports and data (VMS, utilization, EIV, housing software, financial, and PIC reports) to the Executive Director, Board of Commissioners and/or HUD.
- 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 HUD.
- Assess and discuss activities of HCV staff to ensure accuracy and compliance with HUD regulations on regular basis. Must ensure consistency in application of Administrative Plan and associated policies.
- Maintains records and reports on applicants, certificate/voucher holders, landlords, etc. pursuant to Federal regulatory requirements.
- Retrieves and disseminates information relative to the HCV Programs to interested parties, and prepare any release for the local media/advertising as per Federal Regulations.
- Reviews problem cases, attends and oversees Informal Hearings and acts as mediator between landlords and tenants. .Determines course of action for problem cases in conjunction the Executive Director.
- Contributes to team efforts by performing other responsibilities and duties as required or assigned.

**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 is 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:**

- Bachelor's degree from an accredited college or university in Public Administration, Business Administration or related field; or five years of a combination of training and experience in progressively administrative positions may be deemed equivalent in providing the required knowledge, skills and abilities.
- Must obtain Housing Choice Voucher Management Certification, along with Occupancy and Rent Calculation Certification within six (6) months of hire date.
- Five (5) years of full-time experience working with HCV programs, subsidized rental, property management, or social work.
- Two (2) years of experience in department or program management.
- Demonstrated ability to work with a diverse, low-income population; and communicate effectively with a variety of clients, landlords, staff, and visitors in a variety of situations. Must be able to plan, organize and make sound judgments and decisions; perform basic mathematical operations with accuracy; and operate a variety of standard office machines and equipment.
- Valid State of MI Driver's License

### **TO APPLY:**

**Please submit résumé and cover letter to:**  
**Attn: Human Resources, Flint Housing Commission 3820 Richfield Rd.,**  
**Flint, MI 48506 or [humanresources@flinthc.org](mailto:humanresources@flinthc.org)**  
**This position will remain open until filled.**

**The Flint Housing Commission is an Equal Opportunity Employer. FHC is also a Section 3 Employer - Public housing residents or low and very-low income persons who live in the metropolitan area or non-metropolitan county where a HUD-assisted project for housing or community development is located are encouraged to apply.**