

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Recertification Supervisor
Reports to: Manager of Housing Operations
Department: Recertification
Date: August 2018
FLSA Status: Exempt

Minimum: \$53,700 Salary is based on experience and education related to the position.

Apply for Recertification Supervisor using the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=306a45fc-3c35-4dad-b801-9a3d44340507&cclid=19000101_000001&lang=en_US&jobId=9200691083039_1&&source=EN

General Purpose:

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.

Responsible for the overall administration and supervision of the Recertification Department. Establish and implement department policies and procedures, conduct benchmarking research, and ensure consistency, accuracy, efficiency, and compliance with HUD regulations and A & O policies.

Essential Duties and Responsibilities:

- Responsible for the activities and results of the recertification specialists. 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 on a regular basis, and completes coaching sessions on a timely basis. Provides appropriate training for staff members, and assures that staff has appropriate tools and resources to achieve their objectives. Ensures that positions are filled with individuals who meet the skills, abilities, experience levels and competencies required by the position. Ensures that staff work activities and management actions are in compliance with applicable Union contracts. Responsible for ensuring that employees are trained in and follow appropriate safe work practices at all times. Manages communication channels between staff and other departments within the agency. (50%)
- Generates accurate and timely flash reports, and other reports, on a daily basis. Courteously and promptly responds to questions from both internal and external

customers regarding AMHA and HUD policies and regulations. Represents AMHA in a professional and courteous manner at all times. (20%)

- Conducts research including benchmarking to determine best practices in the area of recertification. Responsible for the development and maintenance of standard procedures for the recertification process. Conducts monthly quality control and UIV audits of recertification files. Reviews audits with Recertification Specialists. (20%)
- Monitors the quality of staff/tenant interactions, and ensures a high level of customer service consistent with Authority goals and expectations. Promptly and courteously attends to all resident complaints and follows through to ensure that matter has been resolved. Conducts informal hearings in accordance with the AMHA Grievance Procedure and promptly completes complaint dispositions. Participates in fraud investigations and formal hearings. Ensures that staff members represent AMHA in a professional and courteous manner at all times. (5%)

Miscellaneous (5%)

- Devotes appropriate attention to AMHA Action Plan objectives as assigned, ensuring that such goals are met or exceeded and that subordinates, as appropriate, are cognizant of such goals and contribute to achieving them.
- Participates in on-going training related to HUD regulations and A & O policies.
- Maintains a record of acceptable attendance and punctuality.
- Other duties as assigned.

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.

Behavioral Competencies: This position requires incumbents to exhibit the following behavioral skills:

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.

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

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 Competencies:

Extensive knowledge of HUD's regulations; extensive understanding of AMHA's strategic goals and structure;

comprehensive knowledge of HUD recertification directives and mandates and Admissions and Continued Occupancy policies; skills in multi-tasking, prioritization and problem resolution; familiarity with Authority employment policies and union agreements.

Education, Experience and Certifications:

High school diploma or equivalent plus a minimum of five years of supervisory experience required. Bachelor's degree and/or Public Housing Rent Calculation Specialist certification preferred. Experience working with recertification's is strongly preferred. A minimum of three years of bookkeeping and accounting required. Knowledge of HUD regulations and A & O policies required.

Physical Requirements. 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:

Physical demands may include kneeling, reaching, pushing, fingering, manipulating, talking, hearing, sitting for extended periods, crouching, standing for extended periods, stooping, walking, lifting up to 10 lbs. and repetitive motion using a keyboard, telephone and calculator. The visual acuity requirements include viewing a computer monitor and extensive reading.

Working Conditions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment.

AMHA offers a culture committed to diversity, equity and inclusion; comprehensive compensation and benefits program including, but not limited to: Competitive salary; Participation in the Ohio Public Employees Retirement System; Excellent medical, free dental and vision plans with minimal out of pocket cost; Basic Life insurance; Fourteen paid holidays; Paid vacation, personal and sick plans.