CINCINNATI METROPOLITAN HOUSING AUTHORITY (CMHA)
JOB DESCRIPTION
ANNUAL SALARY RANGE $64,000-$72,000

HOUSING CHOICE VOUCHER (HCV) COMPLIANCE ADMINISTRATOR

SCOPE: The Housing Choice Voucher (HCV) Compliance Administrator is responsible for ensuring the Housing Choice Voucher (HCV) Program operates in full compliance with U.S. Department of Housing and Urban Development (HUD) regulations, federal and state requirements, agency policies, and industry best practices. This position provides quality assurance oversight for the Tenant-Based Voucher (TBV) and Project-Based Voucher (PBV) programs by conducting compliance reviews, monitoring program performance, identifying operational risks, and recommending corrective actions.

The HCV Compliance Administrator serves as the department's subject matter expert on regulatory compliance, conducts internal audits, develops compliance training, supports policy development, and collaborates with program leadership to improve operational effectiveness and maintain program integrity. This position reports to the Vice President of the Housing Choice Voucher Program.

ESSENTIAL FUNCTIONS: *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.*

Compliance Monitoring & Quality Assurance

- Monitor changes to HUD regulations, notices, PIH guidance, federal and state laws, and agency requirements affecting the Housing Choice Voucher Program.
- Interpret regulatory requirements and communicate updates to management and staff.
- Conduct comprehensive quality assurance reviews and compliance audits of participant, landlord, and program files.
- Review compliance with:
    - Waiting list administration
    - Eligibility determinations
    - Income verification and annual/interim recertifications
    - Rent calculations
    - Request for Tenancy Approval (RTA) processing
    - Housing Assistance Payment (HAP) contracts
    - Housing Quality Standards (HQS) inspections
    - Project-Based Voucher requirements
    - Reasonable accommodation documentation
    - Informal hearings and program terminations
- Evaluate internal controls and identify compliance risks or operational deficiencies.
- Prepare detailed audit reports, summarize findings, and recommend corrective actions to department leadership.

- Track audit findings through resolution and verify timely implementation of corrective actions.
- Ensure proper payments are made to property owners and voucher holders in accordance with effective HUD 50058A.
- Assist with preparation for HUD audits, SEMAP reviews, independent audits, and other regulatory monitoring activities.

Programming Improvement

- Analyze audit trends and recommend improvements to business processes, workflows, policies, and internal controls.
- Develop and maintain standardized forms, compliance checklists, desk procedures, and quality assurance tools.
- Collaborate with department leadership to update policies and procedures to reflect regulatory changes and operational best practices.
- Participate in special compliance initiatives and cross-departmental projects.

Training and Technical Assistance

- Identify staff training needs based on audit findings and regulatory changes.
- Develop and deliver compliance training for new and existing employees.
- Provide technical assistance and regulatory guidance to HCV staff.
- Serve as a resource for interpretation of HUD regulations and agency policies.

Reporting and Documentation

- Prepare compliance reports, performance metrics, and management dashboards.
- Maintain accurate audit records and support documentation.
- Monitor recurring compliance issues and recommend preventive strategies.
- Ensure confidentiality of participant, landlord, employee, and agency information.
- Support department leadership during internal and external audits.
- Perform additional duties and special projects as assigned.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each competency satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

REQUIRED QUALIFICATIONS:

- Thorough knowledge of HUD regulations governing all Housing Choice Voucher Programs.
- Working knowledge of:
    - Housing Choice Voucher Program (HCV)
    - Project-Based Vouchers (PBV)
    - Public Housing
    - Fair Housing Act
    - Violence Against Women Act (VAWA)
    - Reasonable Accommodation requirements
    - Annual and Interim Recertifications
    - Housing Quality Standards (HQS)

Desired Qualifications:

- Demonstrates strong analytical, organizational, and problem-solving abilities.
- Excellent communication, customer service, and interpersonal skills.
- Ability to effectively manage multiple priorities, interpret complex regulations.
- Maintain confidentiality and build collaborative relationships while exercising sound judgment.
- Proficiency with document management systems, housing management software (Yardi, Elite, Emphasys, HAB, or similar systems), virtual meeting platforms, and workflow improvement tools.

Preferred Qualifications:

- Candidates have experience in quality assurance, compliance monitoring, internal auditing.
- Policy development, records management, process improvement, data analysis.
- Project management, change management, and training development.
- Advanced Microsoft Excel skills, the ability to develop performance metrics and dashboards, and knowledge of continuous improvement methodologies such as Lean or Six Sigma are also highly desirable.

EDUCATION/EXPERIENCE/CERTIFICATIONS:

- An associate degree and at least five (5) years of progressively responsible experience in affordable housing, Housing Choice Voucher (HCV) administration, compliance, auditing, or a related field are required.
- Preferred qualifications include a bachelor's degree in public administration, business administration, finance, accounting, social sciences, or a related field; five or more years of HCV compliance or quality assurance experience; experience preparing for HUD monitoring reviews or SEMAP assessments; and HUD or other affordable housing compliance certifications.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

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 frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to sit or stand for eight hours while performing essential work duties. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must be able to perform essential job functions in an environment that could have increased stress levels.

Must be able to walk, bend, stoop and climb; demonstrate the manual dexterity necessary to efficiently operate a keyboard; be able to climb stairs, communicate via telephone and drive long distances.

OTHER: The candidate must possess and maintain a valid driver's license in state of residence and maintain an insurable driving record under the terms and conditions of the CMHA auto liability policy. The candidate may have no more than 6 accumulated points in 3 consecutive years.

Equal Opportunity Employer/ Equal Housing Opportunities