CINCINNATI METROPOLITAN HOUSING AUTHORITY (CMHA)
JOB DESCRIPTION
ANNUAL SALARY $80,000

MANAGER, HOUSING CHOICE VOUCHER

SCOPE: The Housing Choice Voucher (HCV) Program Manager is responsible for providing the management, leadership, and oversight necessary to support the daily operations of the HCV Program. This role encompasses a variety of responsibilities related to program performance, regulatory compliance, staff supervision, operational efficiency, and customer service. The position assists the HCV Assistant Director in overseeing the administrative and operational aspects of the Housing Choice Voucher Program and is expected to model and promote the Cincinnati Metropolitan Housing Authority's (CMHA) values of Respect, Integrity, Accountability, Professionalism, Initiative, Creativity, Accuracy, Timeliness, Quality, and Exceptional Service in all interactions and responsibilities.

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.*

- Manage the day-to-day operations for applicant screening and eligibility determination, as well as annual and interim recertification for HCV participants. Ensure staff compliance with applicable HUD rules and regulations throughout all phases of the application and recertification processes, with an emphasis on Accuracy, Quality, Timeliness, and Accountability.
- Solve moderately complex problems and conduct moderately complex analysis that leads to effective program administration and improved program outcomes. Demonstrate Initiative, Creativity, and Accountability in identifying solutions and addressing operational challenges.
- Ensure staff compliance with CMHA's Administrative Plan, Standard Operating Procedures, HUD regulations, and applicable federal requirements while promoting Integrity, Accuracy, and Quality in program administration.
- Supervise and review the work of assigned staff, providing clear expectations, coaching, guidance, and feedback that support employee development and performance.
- Evaluate work quality and monitor staff productivity, quality control, and data integrity of transactions completed by staff. Promote Accuracy, Timeliness, Quality, and Accountability in all program activities.
- Participate in interviews and selection processes for new staff and support hiring decisions consistent with CMHA's commitment to Professionalism, Integrity, Respect, and

Exceptional Service.

- Serve as a point of contact for resolving non-routine issues involving HCV participants, applicants, landlords, and owners. Approach each situation with Respect, Professionalism, Integrity, and Exceptional Service.
- Respond to complaints from applicants, participants, landlords, and owners. Investigate concerns thoroughly, communicate effectively, and resolve complaints appropriately while maintaining Respect, Accountability, Integrity, and Professionalism.
- Provide and/or monitor reports to ensure the integrity of the Housing Assistance Payment (HAP) process, including but not limited to utilization reports, certification reports, financial reports, and other reports necessary to ensure compliance with departmental goals and program requirements.
- Assist in managing and coordinating the operation of the Housing Choice Voucher Program with internal and external customers, including property owners, social service providers, other CMHA departments, and community partners. Support efforts to achieve and maintain a high-performance rating on the Section Eight Management Assessment Program (SEMAP) key indicators.
- Monitor, develop, and implement Standard Operating Procedures within the work group to improve customer satisfaction, employee productivity, operational efficiency, and compliance. Demonstrate Initiative and Creativity in identifying opportunities for process improvement.
- Assist with staff development and training of new employees and participate in CMHA's onboarding process. Promote a workplace culture grounded in Respect, Professionalism, Accountability, Quality, and Exceptional Service.
- Work with the Assistant Director and other leadership to develop short- and long-term plans for the department. Implement applicable goals and objectives and develop departmental procedures necessary to effectively implement the Administrative Plan.
- Represent the department with outside organizations and community partners to solicit potential applicants and landlords, resolve complaints, explain program requirements, and promote positive relationships with stakeholders. Conduct all external interactions with Professionalism, Respect, Integrity, and Exceptional Service.
- Coordinate with the Information Technology (IT) Department to resolve computer software and hardware issues and identify opportunities to improve technology utilization, workflow, and operational efficiency.
- Implement and enhance performance measures to effectively evaluate staff performance, improve productivity, and ensure operations are conducted in accordance with CMHA's Gold Performance Standards. Work collaboratively with other managers and IT to computerize performance tracking and enhance manual work processes through Initiative, Creativity, Accuracy, and Quality.
- Promote a culture of Accountability and Timeliness by establishing clear expectations, monitoring deadlines, addressing performance concerns, and ensuring commitments are fulfilled.
- Foster effective working relationships with employees, applicants, participants, landlords, owners, community partners, and other stakeholders by consistently demonstrating Respect, Professionalism, Integrity, and Exceptional Service.
- Ensure decisions and actions are consistent with CMHA policies, applicable laws and regulations, ethical standards, and the agency's commitment to Integrity and Accountability.

- Perform additional duties 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.*

The successful candidate will demonstrate the ability to:

- Lead and supervise staff while establishing clear expectations and maintaining a culture of Accountability, Professionalism, Respect, and Quality.
- Apply sound judgment and problem-solving skills when addressing complex program, employee, participant, and landlord/owner issues.
- Demonstrate Integrity and ethical decision-making when administering program requirements, handling sensitive information, and resolving disputes.
- Demonstrate Initiative and Creativity in identifying opportunities to improve processes, enhance productivity, and strengthen program outcomes.
- Maintain a strong commitment to Accuracy and Timeliness in all aspects of program administration, reporting, documentation, and compliance.
- Deliver Exceptional Service to applicants, participants, landlords, owners, employees, community partners, and other stakeholders.
- Communicate effectively, professionally, and respectfully with individuals from diverse backgrounds and in a variety of situations.

DESIRED QUALIFICATIONS:

- Working knowledge of tenant/landlord law and contract administration.
- Demonstrated work experience serving a diverse, low-income population and the ability to communicate effectively with a variety of clients, landlords, staff, visitors, and community partners in a variety of situations.
- Demonstrated ability to supervise and develop employees in the performance of their assigned duties while promoting Respect, Professionalism, Accountability, and Quality.
- Experience working in a high-volume call and production environment with high-performance expectations and stringent deadlines.
- Excellent written and verbal communication skills, including the ability to communicate complex program requirements clearly and professionally.
- Demonstrated proficiency in computerized business applications, including Microsoft Word, Excel, and related software.
- Ability to quickly learn, interpret, and apply the regulations and policies governing the Housing Choice Voucher Program, particularly admissions and occupancy requirements.
- Demonstrated commitment to Accuracy, Timeliness, Quality, Initiative, and Exceptional Service.
- Ability to establish and maintain effective working relationships with internal and external customers while consistently demonstrating CMHA's values.

EDUCATION/EXPERIENCE/CERTIFICATIONS:

- Bachelor's degree in an area such as public administration, community planning, urban studies, business administration, or a related field; or an equivalent combination of education and related work experience.
- Housing Choice Voucher Program Management Certification or equivalent certification within one (1) year of employment.
- Three (3) years of management/supervisory experience, preferably supervising a large staff or within a high-volume housing, public sector, or human services environment.
- Experience administering or managing Housing Choice Voucher Program activities is strongly preferred.

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.

Note:

Equal Opportunity Employer/ Equal Housing Opportunities