



EMPLOYMENT OPPORTUNITY

Job Title:	Rental Assistance Programs Manager
Location Address:	8910 N. 78 th Avenue Peoria, AZ. 85345
Salary:	\$56,023.00 - \$84,035.00/year
Conditions of Employment:	This is a full-time, exempt, and unclassified position
Closing Date:	Open Until Filled

The Housing Authority of Maricopa County (HAMC) is seeking highly motivated applicants for the position of Rental Assistance Programs Manager. Applicants should be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of tasks.

Our Mission

The mission of the Housing Authority of Maricopa County is to improve the quality of life of families and strengthen communities by developing and sustaining affordable housing programs; and to become a leading housing authority by exemplifying best practices, offering innovative affordable housing programs, and expanding accessibility throughout Maricopa County.

Our Vision

We dedicate ourselves to creating and sustaining an environment where every Maricopa County family has an opportunity to obtain safe, affordable housing, which provides an environment to raise a well-rounded, strong and healthy family.

Representative summary of important and essential job functions

Summary: *The Rental Assistance Programs Manager is responsible for maintaining the operations of a professionally managed department, meeting goals and objectives as assigned by the Director of Administration & Housing Services, complying with all state and local regulatory requirements, and adhering to all contractual or prescribed stakeholder expectations or requirements. The position is responsible for the overall successful operation of rental assistance programming (HCV, PBV, Bridge to Permanency, Homeless, VASH, TBRA and other rental assistance programs) and works to ensure the operations surpass industry standards. The Rental Assistance Programs Manager works with the Executive Management Team to develop and implement short-range and long-range organizational goals and provides customer service within scope of authority.*

Essential Job Functions: *This job may include the following job duties but is not an all-inclusive list of all job duties that may be required. Employees will be required to perform other related duties as assigned.*

- Responsible to work proactively to move Rental Assistance programming towards excellence in operations and customer service, towards high marks from HUD, towards fiscal solvency and to make the division a desirable place to work for staff.
- Manages Rental Assistance Programs staff and resources which may include all or some of the following functions: reception, intake, case management, inspections, portability, HAP contracts and payments, fraud identification and recovery, SEMAP, Self-sufficiency programming, landlord and subsidy recipient relations and outreach. Provides regular performance feedback and ensures timely preparation of annual evaluations for Rental Assistance team.
- Monitor and provide guidance on technical matters; maintain knowledge of housing authority regulations, implement program policies and inspection protocols; assure HAMC Administrative Plan is maintained and updated to reflect changes in HUD requirements and HAMC practices.
- Ensures compliance with HAMC's Administrative Plan, SEMAP requirements, related HUD regulations or funder contract obligations, and performance expectations. Verifies the work of staff for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications; provides on-the-job training and lead

direction to staff. Responsible for program compliance reporting to regulatory agencies, investors, lenders and other federal funding sources.

- Manages compliance with HUD inspection standards, specifications, safety policies, and all applicable codes and regulations. Inspections are completed in a timely manner and landlord information is current and accurate. Assure effective communication of inspection schedules, results, and issues with manager, housing specialists, landlords and residents/voucher recipients, and inspectors. Ensure all unit deficiencies and environmental health and safety issues are documented and responded to in accordance with all applicable codes, policies, and regulations.
- Mediates complaints and lease violations between tenant and landlord/owners. Provide accurate information and knowledge to tenant and landlord/owners' questions, disputes, program rights and responsibilities; investigate complaints of program abuse; document and take appropriate action in such cases per Housing Authority, HUD, Federal, State and local policies and regulations with accuracy and efficiency.
- Ensures absolute confidentiality of work-related issues, client records and HAMC information; supports staff in ensuring same as well as data integrity.
- Ensures program service and procedure issues are resolved; responds to client inquiries and complaints and assures proper and responsible decisions are made.
- Assists in identification of department strengths and weaknesses and works with the Director of Administration & Housing Services to develop a plan with established goals and requirements of implementation.
- Participates in the Strategic Planning process, promotes and models communication and collaboration with other HAMC divisions.
- Responsible for preparing and monitoring the HCV budget and for preparing and monitoring budgets for other rental assistance programs as applicable.
- Develop, monitor and report financial, performance, and customer service measures for all Rental Assistance activities.
- Promotes the Executive Director's priorities for the operations of HAMC.
- Performs other related assignments, special projects and works with other agencies as assigned.

Required Knowledge and Skills:

- Strong knowledge of Housing Choice Voucher Program and other HUD rental assistance programs along with their associated laws, rules and regulations.
- Knowledge of Federal and state housing programs for individuals with mental illness and other specialty populations; potential sources of funding to support implementation of the permanent supportive housing model.
- Knowledge of Public Housing Authority regulations.
- Knowledge of Code of Federal Regulations (CFR) and HUD standards and procedures.
- Experience managing federally subsidized housing programs and understanding HUD residential and multi-family health standards and inspection requirements.
- Knowledge of personal computer hardware and software, including Microsoft Office Suite.
- Skill in analyzing housing needs, setting goals, and monitoring performance.
- Skill in understanding and applying HUD standards and procedures, and applicable Federal rules and regulations.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in effectively communicating verbal and written instructions.
- Skill in investigating and analyzing sensitive issues and complaints.

Education, Experience, Certifications and Licenses:

- Bachelor's Degree in Public Administration, Business Administration, or a related field; AND 5+ years progressive housing/property management/supervisory experience necessary with at least 3+ years overseeing a staff of two or more direct reports, OR equivalent combination of education and experience.
- Housing Choice Voucher Executive Management certification is highly desired.
- Valid Arizona Driver's license.

The Housing Authority of Maricopa County participates in the Employment Eligibility Verification Program (E-Verify) and requires a drug screen and background check for new employees.

Work Environment

- **Environmental Factors:** Work is performed primarily in an office environment with some property inspection work performed outdoors.
- **Equipment and Tools:** *Standard equipment includes personal computer and office equipment.*

Filing Process

As part of the job application process your completed [online](#) application must be completed to be considered for the position at www.maricopahousing.org. If you need assistance completing your application, please contact Human Resources, careers@maricopahousing.org.

Equal Employment Opportunity

It is the policy of the Housing Authority not to discriminate in employment or the provision of services. HAMC is an Equal Opportunity Employer. HAMC Human Resources provides reasonable accommodation in the application and/or testing process to eligible individuals requesting assistance under the Americans with Disabilities Act. Please contact the Human Resources at 602-744-4500 if you require assistance.

Salary

Typically, successful candidates are hired at a salary rate up to the midpoint of the range, based on applicable experience, internal equity, and budgetary allowances.