



1954 E. Houston., Suite 104 / San Antonio, Texas 78202
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POSITION DESCRIPTION

TITLE	Quality Control Specialist	SEND RESUME TO	e-mail to: jamie.flechas@habctx.org
SUPERVISOR	Executive Director	DEPARTMENT	Administration
REGULAR/TEMP	Regular	FULL/PART	Full-time

Position open until filled

Position Summary:

The employee receives instruction from the Executive Director. The Quality Control (QC) Officer is responsible for coordination and oversight of quality control activities to reduce the agency risk of non-compliance and encourage an environment of continuous improvement.

Job Description and Duties:

- Responsible for guiding, training, and assisting department staff, as applicable, in the coordination of the department's quality control activities.
- Works on special projects as assigned, such as assisting other departments with the review of and/or development of policies/procedures and quality control tools. Special projects could involve assisting with proposals and agency-wide activities.
- Coordinates and conducts quality-control reviews, investigations and program evaluations. Provides guidance and assistance with quality-control reviews completed by department staff. Initiates and completes new and complex reviews in the agency. Performs audit fieldwork typically involving complex policies and procedures requiring interdisciplinary skills and broad knowledge of the diverse program rules and databases. Performs data analysis, runs queries, conducts interviews, reviews documents, reviews standard operating procedures, and reads and evaluates reports.
- Produces concise and professional Reports. Develops reports for senior management, which summarizes the data, the scope of review, findings/corrective actions and observations/recommendations.
- Makes recommendations and formulates corrective actions. Issues recommendations to improve internal controls, policies, procedures, program efficiencies and program compliance. Develops appropriate corrective actions/recommendations and solicits adequate and timely response to audit findings/observations. Contemplates the administrative burden of proposed recommendations to ensure that only effective recommendations are made. Tracks and follows-up with open findings and corrective actions. Conducts follow-up audits to determine that corrective actions/recommendations have been implemented. Keeps an audit-tracking log to provide statistics and keep track of open findings.

- Communicates audit procedures, findings and recommendations effectively and diplomatically. Attends meetings called by staff as necessary. Calls or attends meetings with management to discuss audits. Communicates with staff prior to audits to ensure the audit will capture their current concerns.
- Keeps abreast of key regulatory and program changes, and HUD mandates. Is accessible to staff questions regarding corrective actions and the relevant policies and regulations. Provides individual or group training sessions to staff regarding new regulations and procedures.
- Seeks out, develops and implements best practices for continuous improvement. Develops possible solutions in response to audit findings, such as drafting standard operating procedures, forms, automated reporting tools, etc.
- Performs other duties as assigned by supervisor.

Knowledge, Skills, and Abilities:

- Good knowledge of HUD, city, state, procurement and contracting policies, procedures, and practices.
- Considerable knowledge of audit theory, generally accepted accounting principles and practices, basic statistics and computerized management information systems. Knowledge of HUD Performance Based Contract Administration.
- Considerable knowledge of HUD regulations and policies, procedures, and practices pertaining to housing programs, fund accounting finance, federal procurement, and oral and written communication skills.
- Skill in analysis and evaluation of internal controls and management procedures.
- Skills in operation of general office equipment and computer equipment.
- Ability to establish and maintain database information.
- Ability to prioritize work assignments to meet required deadlines.
- Ability to work independently and under pressure.
- Ability to express oneself clearly and concisely both orally and in writing, and to maintain records.
- Ability to establish and maintain effective working relationships with other employees and deal effectively with situations requiring tact and diplomacy, yet firmness.

Certification and Licensure:

- Bondable
- Valid Texas driver's license
- Eligible for coverage under Housing Authority's fleet auto insurance.
- Preferred Occupancy Certification(s) in Public Housing, Housing Choice Voucher, and Project-based Section 8 HUD Programs

Education and Experience:

Required

Bachelor's degree from a four-year college or university; or four to five years related experience and/or training; or equivalent combination of education and experience. Degree or major coursework in Business, Human Resources, Psychology, Sociology or closely related field.

Preferred

Bachelor's degree from a four-year college or university and one to two years related experience and/or training; or equivalent combination of education and experience.

Other Requirements;

Must possess a valid Texas driver's license.

Supervision:

The employee receives direction and instructions from the Executive Director. The employee conducts quality control (QC) reviews according to the QC Schedule approved by the supervisor or on the basis of Agency priorities. The employee will initiate and carry out QC activities with limited supervision. Instructions to the employee may be general or specific in nature. The employee's work is reviewed on a regular basis for accuracy, completeness, and achievement of established objectives.

The employee does not have supervisory responsibility; however the employee provides direction, training, and support for all programs as assigned by the Executive Director.

Responsibility for Confidential Matters:

The employee will have access to sensitive information, including tenant identification information, EIV, SSN's, financial information, criminal history records, credit history, and tenant wage records. The employee will be required to ensure all confidential information is secured at all times.

Guidelines:

The employee follows the Housing Authority's policies and procedures, HUD regulations and past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practice and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

Complexity:

The employee performs a wide variety of QC tasks ranging from routine to relatively complex matters. The course of action is determined by the QC Schedule and the Supervisor. The employee prioritizes, coordinates efforts and performs reviews. Occasionally, the employee must make decisions regarding unusual or sensitive situations and must develop new solutions or consult the supervisor. The employee is required to exercise good judgement in making decisions in accomplishing assignments.

Scope and Effect:

The employee's work affects the Housing Authority housing programs, departments, and residents. The organization's compliance can determine to an extent the quantity and quality of service the organization is able to provide for low-income families. Successful accomplishment of tasks by the employee can promote compliance and adherence to regulations.

Public Contacts:

The employee's contacts are with HUD Officials, Housing Authority employees and senior management, property owners, management companies, site managers, co-workers, and residents. Contacts are made to verify, give, obtain, or clarify information. Communication must be effective in coordinating, advising, and justifying actions taken to resolve matters or issues.

Mental and Physical Abilities:

The mental and 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 regularly required to stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Work is principally sedentary, but may involve eye strain from working with computers and other office equipment.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Stressful situations may occur when dealing with the public.

The employee's work is primarily in-office, but may involve visits to residents' homes or other agencies. Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated. Travel to other sites may involve adverse weather and road conditions.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.