

Quality Control Specialist – Housing Programs

Department: Housing Job Status: Full Time
FLSA Status: Non-Exempt
Reports To: Housing Director
Grade/Level: 43
Starting pay: \$27.54-\$32.18 DOE
Amount of Travel Required: None
Job Type: Regular
Positions Supervised: None
Work Schedule: Normal Business Hours
Union: Non-union

Apply at: <https://bremertonhousing.applicantstack.com/x/detail/a2jv8e3pog7b>

POSITION SUMMARY

This position is responsible for implementing and maintaining quality control reviews to assess compliance with internal processes and procedures, HUD regulations, and various program related policies authorized by HUD. The Quality Control Specialist will ensure quality expectations are being met by conducting assessments at various stages of the operational process.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Function Summaries

- Perform targeted audits for errors to ensure quality. Track errors and document trends and areas of improvement to report to management.
- Create tools for the teams in the form of checklists, Excel spreadsheets, updated formulas and macros, and handouts.
- Research HUD and other affordable housing laws, policies, and regulations in order to update workbooks, manuals, and macros.
- Provide training to department/team and new hires, including creating PowerPoints.
- Research new methods and technology relevant to the department tasks.
- Complete Process Improvement Studies, including evaluating value added or wasteful tasks, working with teams to create workflow, observe the work, and/or standardizing workflow.
- Be a subject matter expert in assigned housing programs and be the go-to person for questions, recommendations, and updates.

POSITION QUALIFICATIONS

Required Competencies

- Accuracy - Ability to perform work accurately and thoroughly.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Adaptability - Ability to adapt to change in the workplace.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.

- Consensus Building - Ability to bring about group solidarity to achieve a goal.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Decision Making - Ability to make critical decisions while following company procedures.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Judgment - The ability to formulate a sound decision using the available information.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Innovative - Ability to look beyond the standard solutions.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Research Skills - Ability to design and conduct a systematic, objective, and critical investigation.
- Self-Confident - The trait of being comfortable in making decisions for oneself.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Training - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- Team Builder - Ability to convince a group of people to work toward a goal.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.

Required Education and Experience

Education: Associate's Degree (two year college or technical school) Required, Field of Study: Quality Assurance, Accounting, Business Administration, or related field

Experience: At least 4 years' experience in Affordable Housing Programs such as Housing Choice Vouchers, Project Based Vouchers, Public Housing, Tax Credit and/or other subsidized housing programs. Experience must demonstrate expertise and leadership in the Housing Choice Voucher programs. 2 years or more of experience in Quality Assurance or Quality Control is a plus.

Computer Skills: Intermediate level user of Microsoft Office programs, including knowledge of using macros in Excel.

Certifications & Licenses: At least one subsidized housing related certification is required. Lean or other quality certification is desired.

Other Requirements: This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

WORK ENVIRONMENT

This is primarily an office position. The employee primarily sits at a desk, but has the opportunity to move about at will. Hand-eye coordination is necessary to operate various types of office equipment. The employee will occasionally lift and carry up to 20 pounds. See full job description for physical demands.

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 Bremerton Housing Authority (BHA) does not discriminate on the basis of sex, race, color, religion, national origin, creed, citizenship, ancestry, ethnicity, genetics, pregnancy, childbirth and related conditions, age, marital status, sexual orientation, gender identity, political association, veteran or military status, HIV or Hepatitis C status, or the presence of any sensory, mental or physical disability, or any other characteristic protected by law.

If you need to request a reasonable accommodation for housing reasons, please contact the BHA Section 504 Coordinator at (360) 479-3694

If you need to request a reasonable accommodation for employment reasons, please contact BHA HR (360) 616-7107.