



Resident Compliance Coordinator

Department: Contract Management Services **Job Status:** Full Time
FLSA Status: Non-Exempt **Reports To:** PBCA Compliance Manager
Grade/Level: 30 **Amount of Travel Required:** None
Job Type: Regular **Positions Supervised:** None
Work Schedule: Regular Business Hours **Union:** OPEIU Represented Position

POSITION SUMMARY

Position acts as liaison between project-based section 8 residents and owners/agents. The Resident Compliance Coordinator receives and documents tenant concerns coming in on the Resident Liaison Hotline, then follows-up with owners/agents to ensure appropriate action was taken. The Resident Compliance Coordinator also assists owner/agents with compliance questions to ensure adherence to HUD established occupancy standards.

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

- Receive customer complaints via telephone, email or in writing, clarify concerns, document conversation, record information on forms and databases.
- Review and interpret HUD guidelines to decide whether to open a formal inquiry,
- Educate residents on what BHA's role is in the process and how BHA can assist.
- Contact tenants and owner/agents to respond to inquiries and notify them of results.
- When required, start the formal inquiry process, including completing the complaint form, documenting the complaint in writing into the system, notifying owners and agents of the complaint in writing, and following-up with all parties.
- Determine whether complaints have been resolved adequately with both parties, send additional follow-up letters or closure letters, depending on situation.
- Support the PBCA Compliance team by frequently checking voicemail box, emails, and faxes. Ensure that all voicemails and correspondence are forwarded to the appropriate Compliance/Occupancy Specialist.
- Keep records of tenant and owner/agent interactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Refer unresolved tenant or owner/agent grievances to team for further investigation when necessary.
- May help train and review the work of staff covering the RL line.

POSITION QUALIFICATIONS

Required Competencies

- Accuracy - Ability to perform work accurately and thoroughly.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures and HUD multi-family compliance regulations.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Reliability - The trait of being dependable, trustworthy, punctual, good attendance, and complete assignments on time.
- Judgment - The ability to formulate a sound decision using the available information.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Research Skills - Ability to design and conduct a systematic, objective, and critical investigation.
- Tactful - Ability to avoid being offensive when communicating with others, maintain diplomatic relations or good customer services, and show consideration for others with diverse backgrounds.
- Team Builder - Ability to convince a group of people to work toward a goal.
- Technical Aptitude – Performance Based Contract Administration (PBCA) Programs - Ability to comprehend complex technical knowledge and terminology of Project-Based Section 8 housing programs and applicable federal, state and local laws within the first three months in the position.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.
- Tolerance - Ability to work successfully with a variety of people without making judgments.
- Time Management - Ability to utilize the available time to organize and complete work within strict deadlines.

Required Education and Experience

Education:

High School Graduate or General Education Degree (GED) is Required
Associate's Degree (two year college or technical school) is Preferred with the Field of Study:
Business Administration, Liberal Arts, or other relevant subject

Experience:

3 plus years of experience in complex or specialized business administration, controlling/auditing, social services administration, case management, or any other relevant experience that would ensure the ability to learn and understand complicated key concepts and regulations of the Project-Based Section 8 voucher program within 90 days of starting the position. Must have intermediate to advanced skills in writing and verbal communication. At least one-year experience in affordable housing or residential property management is highly desired

Computer Skills:

Intermediate to high level Microsoft Office programs, including Word, Excel, and Outlook. Intermediate level database operation. Website and cloud based programs. Various office equipment such as mail machines, scanners, copiers, etc.

Certifications & Licenses:

Certified Occupancy Specialist certification, desired

Other Requirements:

Must be able to maintain good attendance to ensure coverage for the Resident Liaison Line. Must pass background check indicative to the position requirements. Bremerton Housing Authority has the discretion to accept any other equivalent combination of education and experience when relevant.

PHYSICAL DEMANDS

- N (Not Applicable)** Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Stand	O	Lift/Carry	O	Other Physical Requirements
Walk	O	10 lbs or less	O	• Vision (Near)
Sit	F	11-20 lbs	O	• Sense of Sound - listen to
Manually Manipulate	F	21-50 lbs	N	instructions and customer
Reach Outward	O	51-100 lbs	N	comments
Reach Above Shoulder	O	Over 100 lbs		
Climb	N			
Crawl	N	Push/Pull		
Squat or Kneel	N	12 lbs or less	O	
Bend	O	13-25 lbs	N	
Grasp	F	26-40 lbs	N	
Speak	F	41-100 lbs	N	

WORK ENVIRONMENT

This is primarily an office position in a noisy, "call center" type environment with many distractions. The employee primarily sits at a desk, but has the opportunity to move about at will. Hand-eye coordination is necessary to operate various pieces of office equipment. The employee will occasionally need to lift and carry up to 30 lbs. The work environment is fast-paced, high volume, deadline driven and very detail oriented.

Prepared/updated by: Lorraine Viers, Human Resources Manager Date: 12/23/2020

Reviewed by: Kristy Yeadon, PBCA Compliance Manager Date: 12/23/2020

Reviewed by: Carlita Mendez, CMS Director Date: 12/23/2020

Sent copy to: Valarie Peaphon, OPEIU Union Representative Date: 12/29/2020

The Housing Authority of the City of Bremerton (BHA) has reviewed this position outline to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Review the job analysis or desk manual for greater details about the types of tasks being performed in this position. This document does not represent a contract of employment, and BHA reserves the right to change this position outline and/or assign tasks for the employee to perform, as the company may deem appropriate.



Equal Employment and Housing Opportunity



Barrier Free

Bremerton Housing Authority does not discriminate on the basis of race, color, creed, national origin, religion, disability, sex, sexual orientation, age (over 40), military status, whistleblower retaliation, or familial status in admission and access to its programs.

To request a reasonable accommodation for work related reasons, contact the HR office at 360-616-7107.

To request a reasonable accommodation for housing, contact a BHA Section 504 Coordinator at 360-479-3694.