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Compliance Specialist

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Description

Compensation: \$65,500 to \$75,000

Benefits: Medical HMO, dental and vision insurance is free for employees!!

Company Summary

Everyone has the right to a quality, affordable home. At Community Roots Housing, this truth drives our work. By embracing community-led development and engaging in deep-rooted partnerships, we're fostering vibrant, equitable communities where everyone has access to safe, affordable and welcoming homes. Today, nearly 50 apartment buildings – over 2,000 residents -- we continue our commitment to build community with and for people. We are a top performing, high-capacity not-for-profit corporation with an innovative portfolio throughout the Seattle area. Our buildings have won numerous awards from HUD, Urban Land Institute, Affordable Housing Finance Magazine, Future wise and other community development awards.

We are intentional in our hiring processes, seeing it as a chance to interrupt the cycle of racial and economic injustice that limits communities from accessing employment, building skills and investing in their own leadership development. We prioritize applicants who have firsthand experience in navigating the many systems that our residents face which impede their opportunities for success, as majority low-income, LGBTQ, and people of color.

Job Summary

The Compliance Specialist will ensure accurate and consistent application of program policies, procedures, and regulations established by HUD, Tax Credit and other regulatory agencies for Community Roots Housing's portfolio. In addition to working with Property Operations staff to provide training for all positions within the department. Responsibilities will also include:

- Evaluation and development of technical training modules for Fair Housing, Leasing and Certifications sections of the Property Management policy and procedures
- Coordinating and conducting onboarding and ongoing training for all Property Management staff.
- Continual maintenance and evaluation of technical training modules for the Property Management Department.
- Coordinating staff participation in internal and external training as required.
- Serving as the quality assurance resource for standardization of processes and developing standard operating processes for new policy and procedure as necessary.
- Developing and instituting appropriate and effective tools and processes for self-assessment with follow up plans to correct deficiencies as identified.

Duties and Responsibilities

Compliance

- Auditing and conducting reviews of appropriate files, documents and maintains reports to ensure compliance with performance criteria; develops custom forms and reports, prepares auditing and verification procedures in coordination with managers to ascertain compliance.
- Ensures Property Management is operating in compliance with its own internal policy and procedures including admission preferences, occupancy standards, applications processing, tenant selection, tenant screening, annual reviews, and interims.
- Monitoring compliance with Fair Housing laws and regulations
- Prepare and submit annual funder reports and responses from outside funding audits to include MOR's, TAX Credit, City of Seattle and Commerce annual audits
- Review HAP Renewals, Annual Rent Increases, Gross Rent Changes, and income limits for submission
- Review and submit all special claims for HUD properties.
- Check Utility Allowances and Voucher Schedules Quarterly.
- Responsible for transmitting and reconcile of EIV, TRACS and HUD submissions for portfolio.

Quality Assurance

- Provides quality control reviews of tenant files in an effort to ensure accurate subsidy calculations and ensures that various regulations are being followed; serves as a resource to answer staff questions about program compliance.
- Maintains inventory and control of Property Management forms; creates and/or revises forms as needed and serves as quality assurance resource for standardization of processes; stays up to date on all HUD requirements.
- Actively participates in workgroups tasked with reviewing, updating, and revising chapters of the Property Management Policies and Procedures
- Make self-available to answer questions from team and other partners
- Perform quality reviews of Property Software to ensure proper use and that policies are being followed

Training

- Working closely with Property Management team, develops, conducts, maintains and evaluates technical training modules for Property Management staff on areas around Compliance to include- leasing, certifications and fair housing.
- Evaluates achievements of programs objectives and works with management to document, revise and change policy and procedures.
- Plans, coordinates, designs and implements the initial and ongoing training of Property Management staff to ensure the training program is in compliance with internal and external policies and procedures; provides intermediate training for issues as needed to facilitate the Property Management teams operational training development; monitors, evaluates, records training, and delivers presentations to department leadership on program effectiveness.
- Training teams both virtually and in person on process for completion of timely and accurate leasing and certifications with HUD, HOME, Tax Credit, MFTE and other regulators
- Assist in providing support with Property Management Systems as we transition to new system. Including providing training to new staff for leasing and certification processes.
- Provide ongoing training to individual staff on compliance related issues as identified by management

Resident Experience

- Create and environment that inspires a high level of service for prospects, applicants and residents
- Ensure fair and equitable application of screening and other core department policies and resident relations processes

Other

- Contribute and participate to troubleshoot problems as they arise and suggest/initiate changes as they are needed
- Maintain a high degree of confidentiality relative to work performed
- Other duties as assigned

Requirements

Minimum Qualifications:

- Standard business English: Ability to speak, read and write.
- Computer skills: General computer literacy.
- Permit/License/Certification: Completion of Tax Credit Compliance Training (within 2 years of hire).
- Knowledge of and experience with: Working with a diverse variety of people. Strong verbal communication skills on the telephone and in person. Standard business reading and writing skills.
- Minimum 4 years in Multifamily housing programs to include: Knowledge of Landlord/Tenant Law, HUD, WSHFC Tax Credit occupancy and compliance regulations and experience in property management preferred.
- Ability to perform the following functions (in addition to tasks outlined on prior pages): Ability to follow instructions and perform work accurately, attention to detail, work under supervision and effective problem-solving skills. Ability to work effectively with and supervise people of diverse

personalities, cultures and communication styles. Ability to work with people who have limited English. Ability to organize time efficiently, prioritize tasks and perform tasks in a self-directed manner. Ability to cope with deadline pressures. Ability to work in a team environment.

Preferred Qualifications:

- Ability to understand, interpret, and apply complex departmental policies and procedures
- Knowledge of HUD Section 8, WSHFC Tax Credit, HOME and City of Seattle housing regulations
- Certified Occupancy Specialist (COS), Spectrum Certified Credit Compliance Professional (CP3) or equivalent certifications
- Experience with Adobe Acrobat and Microsoft Office software programs
- Boston Post or one-Site property management software experience

Supervisory Responsibility:

None

Physical Demands:

Constant - hearing or taking in auditory information, seeing (including small detail) or taking in visual information, and sitting. Frequent - Fine finger manipulation, talking, lifting and carrying up to 10 pounds, moving around the office and to off-site locations, driving (including use of vehicle controls and exposure to whole body vibrations, repetitive hand and arm motion, handling/grasping, pushing/pulling. Occasional - Lifting and carrying up to 30 pounds.

Community Roots Housing is an Equal Opportunity Employer. Candidates of color, LGBTQ candidates, women, candidates with disabilities and candidates of all religions and national origins are strongly encouraged to apply. Community Roots Housing is a "Ban the Box" employer. However, per Federal Department of Housing and Urban Development requirements, any candidate selected for this position must undergo a criminal history background check prior to employment.

Salary Description

\$65,500 to \$75,000 Yearly

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