



Job Title: Compliance Specialist

Reports to: Director of Compliance and Assistant Director of Compliance

Coordinates with: Assistant Director of Compliance, Regional Managers, Site Managers, and Assistant Managers (if applicable)

Position Overview:

The Compliance Specialist is responsible for maintaining occupancy and regulatory compliance across an assigned regional portfolio of affordable multifamily housing properties. This position reviews tenant application files for move-ins, annual and interim recertifications, and supporting documentation, and completes required reporting and document maintenance to ensure compliance with applicable housing program regulations and company policies.

The Compliance Specialist provides technical compliance support to site teams, assists with agency and investor reporting and review requirements, supports rental assistance administration, and conducts periodic audits and on-site reviews to help ensure operational and regulatory compliance throughout the portfolio.

This position also assists in identifying process deficiencies, supporting staff training, and promoting standardized compliance procedures and documentation practices across the assigned portfolio. The Compliance Specialist is expected to maintain organized workflows, meet established deadlines, and contribute positively to the Compliance Department's overall goals and vision.

Key Responsibilities Overview Summary

1) Portfolio Compliance Management

- a) Review scheduled and unscheduled tenant certification files, including move-ins, annual recertifications, interim recertifications, transfers, and supporting documentation.
- b) Administer rental assistance funding and process related compliance functions.
- c) Provide technical compliance guidance and support to assigned site teams.
- d) Monitor vacancies, waitlist compliance, rental assistance utilization, and other portfolio reporting metrics.
- e) Process Gross Rent Change Certifications and assist with implementation of utility allowance changes and rent updates.
- f) Complete ongoing, monthly, quarterly, and annual reporting responsibilities ahead of required deadlines.
- g) Monitor and assist with agency, lender, syndicator, and investor audits and reviews.
- h) Review and resolve file discrepancies and assist with corrective action plans related to audit findings.
- i) Maintain accurate property data related to funding programs, unit set-asides, utility allowances, rents, and subsidy allocations.

2) Site Audits and Compliance Oversight

- a) Conduct remote and on-site compliance audits and file reviews, periodically as assigned.
- b) Inspect property compliance processes and identify operational or regulatory deficiencies.

- c) Follow up on inspection and review findings and assist site staff with corrective measures and process improvements.
- d) Provide on-site or virtual training and guidance to support regulatory compliance and operational consistency.
- e) Identify trends, recurring deficiencies, or training needs within assigned properties and communicate recommendations to supervisors and Regional Managers.
- f) Monitor compliance with company policies, Fair Housing requirements, AFHMPs, LEP Language Access Plans, Resident Services Plans, and applicable regulatory agreements.

3) Department Operations and Support

- a) Participate in department meetings, training, and collaborative projects.
- b) Assist in the development and maintenance of compliance procedures, tracking tools, and standardized forms.
- c) Participate in the development of training compliance-related materials and resources.
- d) Maintain organized electronic records and administrative documentation for assigned properties.
- e) Assist with onboarding and transition tasks for newly acquired properties, as assigned.

Desired Qualifications

- Minimum of three years' experience with affordable multifamily housing programs preferred.
- Bachelor's Degree or equivalent industry experience.
- Valid driver's license and automobile insurance.
- Legally qualified to work in the US.
- Minimum of three years' experience with affordable multifamily housing programs preferred
- Experience with USDA Rural Development Section 515/521, HUD Section 8 PBRA and TBRA, LIHTC, HOME, and other affordable funding programs preferred.
- Familiarity with affordable housing programs (e.g., HUD, LIHTC, RD, HOME), Fair Housing laws, and Yardi property management software, preferred.
- Proficient in the use of Microsoft Office Suite (Word, Excel), Gmail, and Chrome.
- Proficient in the use of technology, including computers, scanners, printers, and smartphones.
- Proficient in managing processes through Yardi, Tenant Tech, KissFlow, or other related property management software products.
- Strong leadership, communication, and organizational skills. Demonstrated ability to multi-task and mentor new employees.
- Familiarity with Fair Housing requirements and occupancy regulations.
- Experience with Yardi and related property management software preferred.
- Proficient in Microsoft Office Suite (Word and Excel), Gmail, and Chrome.
- Proficient in the use of scanners, printers, computers, and smartphones.
- Strong organizational, communication, and problem-solving skills.
- Ability to self-manage and prioritize assignments in a remote work environment.
- Ability to mentor and support site staff in a professional and constructive manner.

Preferred Certifications

- Certified Occupancy Specialist (COS)
- Housing Credit Certified Professional (HCCP or NPCC)

- HOME Compliance Specialist (HCS)
 - STAR Rural Development Certification
 - Or equivalent affordable housing certifications
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Performance and Proficiency Standards

To perform this position successfully, the employee should demonstrate the following competencies:

- Ability to balance multiple priorities in a fast-paced environment.
 - Strong attention to detail and organizational skills.
 - Ability to self-manage effectively in a remote work environment.
 - Ability to maintain productivity, responsiveness, and accountability throughout scheduled work hours.
 - Strong problem-solving and critical-thinking skills.
 - Ability to communicate clearly and professionally in both verbal and written form.
 - Ability to build productive relationships with site staff and management teams.
 - Maintain accurate records and minimize compliance errors.
 - Attend all required training and continuing education opportunities.
 - Demonstrate professionalism, teamwork, and a willingness to support others.
 - Maintain familiarity and compliance with:
 - Landlord-tenant laws
 - Fair Housing requirements and all applicable program regulations
 - Company policies and procedures, including Employee Handbook
 - Applicable affordable housing regulations and handbooks
 - EIV/TRACS requirements
 - Safety policies and OSHA standards
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Physical Requirements

- Ability to walk properties, inspect files, enter units, and climb stairs as needed.
 - Ability to lift approximately 10–15 pounds.
 - Ability to sit and operate a computer/equipment for extended periods.
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Remote Work Standards

- 1) Remote Compliance Specialists must adhere to all telecommute policies as outlined in the Lone Pine Associates Employees in this position are expected to:
 - a) Adhere to your assigned work schedule
 - b) Be available via phone, email, and chat during work hours
 - c) Ensure that you have appropriate, functioning technology, including reliable, high-speed internet service.
 - d) Maintain a work area free of distractions and excessive noise.
 - e) You may not act as the primary caretaker for another individual during work hours.

- 2) In addition, Remote Occupancy Managers must maintain:
 - a) A secure and private workspace
 - b) Protection of confidential tenant information
 - c) Locked and secure storage of files and documents
 - d) Work hours free from non-work distractions or obligations
 - e) Compliance with company confidentiality and data requirements
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General Expectations

The duties and responsibilities outlined above are intended to describe the general nature of the position and are not intended to be an exhaustive list of all responsibilities. Duties may be modified or expanded based on operational needs.

Performance evaluations will be based on accuracy, timeliness, communication, professionalism, collaboration, and adherence to company and regulatory requirements.
