



Inter-Departmental Memorandum

Date: December 11, 2020
To: All Qualified Applicants
From: Human Resources Department
Subject: JOB OPENING

POSITION: HCVP Deputy Director

SALARY RANGE: \$62,000 - \$80,000

DEPARTMENT: Housing Choice Voucher Program

HOURS OF WORK: 9:00AM – 5:00PM

UNION AFFILIATION: NONE

FLSA: EXEMPT

Please see attached job description which includes a list of responsibilities and required qualifications.

Qualified individuals interested in applying for this position should send a letter of interest, resume and completed Employment Application to the Office of Human Resources via e-mail to HR@jcha.us no later than December 24, 2020

Please direct your inquiries regarding this employment opportunity to the Office of Human Resources at 201-706-4683.

Affirmative Action/Equal Employment Opportunity Statement

It is the Jersey City Housing Authority policy to provide equal employment opportunity to all of its employees and applicants for employment regardless of their race, creed, color, national origin, age, ancestry, nationality, marital or domestic partnership or civil union status, sex, pregnancy, gender identity or expression, blood trait, genetic information (including the refusal to submit to genetic testing), or any other category protected by law. As an institution, we value diversity of background and opinion, and prohibit discrimination or harassment on the basis of any legally protected class in the areas of hiring, recruitment, promotion, transfer, demotion, training, compensation, pay, fringe benefits, layoff, termination or any other terms and conditions of employment. For additional information, please see the Non-Discrimination Statement at the following address: <http://www.nj.gov/lps/dcr/employ.html>

STATE OF NEW JERSEY RESIDENCY IS REQUIRED WITHIN ONE YEAR FROM HIRE DATE.

HCVP Deputy Director

JOB CATEGORY ADMINISTRATIVE	UNION DESCRIPTION NON-UNION
FLSA EXEMPT	DEPARTMENT Deputy Director - HOUSING CHOICE VOUCHER PROGRAM
JOB STATUS FULL-TIME	EMPLOYEE GROUP EXECUTIVE & CONFIDENTIAL

DEFINITION

The Chief of Staff-(COS) under the direct supervision of Housing Choice Voucher Program Director, is highly responsible professional who will plan, organize coordinate and supervise the required administrative work of the department. The COS will assist eligible low-income elderly and family households with participating in the HCV program; promote broader housing opportunities and participants and manage owner’s responsibilities and expectations, including , but not limited to referrals to other supportive service agencies, housing providers and other support groups and organizations. The COS of the HCVP manages the day-to-day affairs of the HCVP, including department conflicts and disputes. Establishes and documents all established processes and procedures. The COS will also act as a consultant to the HCVP Director, offering recommendations on staffing and how to measure progress and departmental success. The COS of the HCVP, performs his/her duties with great diligence and in a highly organized manner. COS is expected to perform any related duties as assigned to ensure the effectiveness and efficiency of the JCHA’s Housing Choice Voucher Program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Undertakes and performs the following and all other work-related duties as assigned.

- Directly oversees the Leasing Staff, COC Coordinator, Landlord Liaisons and HQS Inspectors
- Assigns, directs the work of subordinate staff, ensures HQS Inspections are being completed timely and according to HUD regulations, conducts Quarterly HQS Inspections, ensures excellent Customer Service, acts as a Customer Service Representative, assist with Program integrity by conducting random file reviews according to SEMAP guidelines; reviews work in progress or upon completion in order to assess and evaluate the quality and quantity of work produced by each staff member;

- Oversees leasing activity, including but not limited to review of rent leases to determine compliance with federally established fair market standards; processing and review of applications to determine eligibility; reviews and signs letters prepared by Housing Assistance Technicians;
- Plan and determine the staff's work schedules and sequence of operations on a monthly and quarterly basis to assure an even flow and distribution of work, the expeditious handling of priority cases, and the meeting of schedules and deadlines.;
- Serve as a preliminary Hearing Officer in one-strike cases, lease violations and/or tenant-landlord disputes involving program participants; ensures that all documents needed for the hearing officer are correct and complete keeps track of all police reports and ensures that all violations have been addressed by staff
- Oversees PIH Information Center (PIC). Runs timely EIV reports and ensures that staff address items on EIV Repots
- Ensures correct Lease Up Rate in compliance with HUD regulatory guidelines i.e.: wait list and special program.
- Assists the Director in the development/improvement of occupancy policies subject including drafting policies for annual updates to the administrative plan for the approval of the Executive Director, and recommends action for improvement or correction of deficiencies.
- Supervises the development and conducting of training programs of new staff as well as subordinate staff.
- Reviews Payment Holds and Abatement Reports, ensures that no abatements are over 60 days, follows up with staff accordingly. Process Aged Reports and ensures completion of aged certs
- Prepares written reports and performs general and related administrative work in connection with the responsibilities of the Deputy Director's position as described above.
- Assist the HCVP Director in the preparation of Funding Applications

EDUCATION AND EXPERIENCE

A Bachelor's Degree from an accredited college or university; (related professional experience maybe substituted).

Seven years professional experience in administrative, occupancy and/or tenancy work within the field of public housing, rental assistance and/or other related affordable housing programs.

3 Year experience in the supervisor field

The following Certifications must be obtained:

- Housing Choice Voucher Rent Calculation
- Enterprise Income Verification System (EIV)
- Fair Housing
- HQS Certification

KNOWLEDGE AND SKILLS

- Knowledge of the JCHA policies concerning verification of household income, and calculation of resident/program participant rent levels, and related tenancy and occupancy rules and regulations.
- Ability to compile and analyze data; perform detailed and highly responsible work in an organized fashion, and write comprehensive reports and correspondence.
- Ability to effectively lead, supervise, communicate with subordinate employees, enforce performance and conduct standards, and routinely evaluate each employee's contribution to meeting the JCHA's standards and goals.
- Knowledge of computer software, including but not limited to word processing and spreadsheet programs.
- Thorough knowledge of pertinent HUD regulations as they pertain to the position and thorough knowledge of Agency policies and procedures.
- Thorough knowledge of accepted consultation and interviewing techniques.
- Ability to meet and deal tactfully and courteously with the public.
- Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
- Ability to make routine decisions in accordance with established administrative rules, regulations and policies, to explain the re-examination process to tenants in an objective and impartial manner.
- Knowledge of mathematics sufficient to perform calculation required for rent adjustments.
- Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.

- Ability to communicate clearly, concisely, verbally and in writing.
- Ability to establish and maintain effective and courteous working relationships with other employees, tenants, and community agencies and other entities that provide services and secure the cooperation of others.
- Ability to deal effectively with situations requiring tact and diplomacy.
- skilled in communicating on the level of the listener, recognizing when information has been misunderstood, and determining how to remedy the misunderstanding as needed to explain policies and procedures and to provide and exchange information to persons with varying levels of education, cultural backgrounds, and ages.

BEHAVIORAL COMPETENCIES

To perform the job successfully, an individual should demonstrate the following behavioral competencies:

- Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.
- Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.
- Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively.
- Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

SUPERVISION CONTROL

The employee receives Directives from the HCVP Director on courses of action, deadlines, and priorities are established by procedure or the HCVP Deputy depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually referred to the HCVP Deputy for resolution. The employee's finished work is closely reviewed on a regular basis for accuracy, completion, and compliance with policies and procedures and the attainment of objectives.

GUIDELINES

The employee follows regulations and guidelines issued by HUD, traditional practices, and Agency policies and procedures, referring to reference materials and handbooks as necessary. For situations for which there are no guidelines, the employee may adapt existing guidelines, develop new guidelines, decide based on the circumstances, or seek guidance from the supervisor as appropriate to level of expertise. When new guidelines are required, the employee develops them in

consultation with the supervisor.

COMPLEXITY

Work performed by the employee is relatively routine. The employee identifies work that needs to be done, prioritizes, coordinates efforts and performs the tasks. Occasionally, the employee must make decisions regarding unusual or sensitive situations and must develop new solutions. Managing heavy caseload to comply with recertification deadlines may be difficult at times.

SCOPE AND EFFECT

The employee's work affects a significant portion of the units in the Housing Choice Voucher Programs and the owners/landlords and participants. Thorough, effective and accurate accomplishment of tasks, the employee contributes significantly to the Agency's ability to provide adequate leased housing to the city's low-income residents.

PERSONAL CONTACT

The employee's contacts are primarily with other employees, owners/landlords and participants. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of these contacts is to obtain or provide information; plan, coordinate, and advise other activities; motivate, influence, or others; and justify, defend, negotiate, or resolve matters and issues concerning HCVP occupancy issues.

Should be able to handle clients that may be skeptical, uncooperative, unreceptive, slightly hostile, and/or willing to express different viewpoints and objectives.

PHYSICAL DEMANDS

The 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 frequently required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those and 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.

This position requires the employee to work beyond the normal 9:00 a.m.-5:00p.m. at times, attend meeting at night.

