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## Job Description

**Job Title:** HCV Program Supervisor  
**JD#:** HCV2  
**Department:** Housing Choice Voucher (HCV) Program  
**Reports To:** HCV Director  
**FLSA Status:** Exempt  
**Approved Date:** 2023

### JOB SUMMARY

Assist the Director in the administration and service delivery of Housing Choice Voucher (HCV) Program assistance, in accordance with all applicable federal, state and local requirements. Supervise and direct the activities of assigned staff, with an emphasis on the leasing department to ensure that all new admission and HAP contracts are processed timely, produced with the highest quality and are sufficiently detailed to achieve outcomes that translate to high performance. Ensures vouchers are issued within the time frames specified by the HCV Director.

### ESSENTIAL FUNCTIONS

#### Essential Duties and Responsibilities

*The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.*

1. As a key member of the leadership team, contributes to the overall success of the HCV program through exemplary leadership, supervision of staff and active collaboration toward efficient, effective performance.
2. Ensures that areas of responsibility are performing at a high level throughout the year and are achieving all performance standards, quality metrics and SEMAP goals as required HAKC.
3. Assist in preparation and implementation of HCV programs policies and procedures as adopted by HAKC and as related to program administration.
4. Maintains on-going knowledge of HAKC policies and its HCV Administrative Plan, and pursues expertise of HUD regulation, PIH notices and other industry and program communications, serving as a subject matter expert.

5. Identifies areas of compliance risk and oversees risk audits as necessary in various program-related aspects including HQS, SEMAP, Finance, Fair Housing, etc. Presents thoughtful solutions for managing and mitigating risks.
  6. Monitors audits for SEMAP, audits a minimum of 15% of HQS inspections, minimum of 15% client files in public housing, mixed finance and HCV Programs to ensure correct procedures/policies are followed, office files are correctly organized and required time frames are met. Reviews waiting list and marketing activities; summarizes finding in audit report along with necessary corrective action and suggests completion timeline.
  7. Coordinates Annual Audit files for preparation processes.
  8. Monitor program-wide compliance, accuracy and timeliness in all functional areas, including but not limited to:
    - Waiting list management, intake, certifications, RFTA processing, contracting, rent reasonableness, customer service, special programs
    - Review proposed terminations to ensure action is substantiated properly
    - Performance monitoring, quality control, auditing, data and statistical analysis, report development and generation
    - Monitoring HAP abatements/lifts and other financial exception and HAP-related reports
    - Thoroughly documenting SEMAP and other quality/performance metrics
    - Provide interventions to increase and streamline performance
  9. Performs supervisory responsibilities including assigning and reviewing work, training/coaching staff, resolving employee problems, establishing objectives, interviewing job candidates, administering disciplinary action and performance evaluations. Monitor work flows and quality.
  10. Integrates professional customer service and HAKC values into daily operations. Resolves tenant/owner issues timely and professionally to avoid escalation.
  11. Requires staff to maintain a high degree of professionalism and exceptional internal and external customer service in the exercise of their duties.
  12. Responsible for regularly providing staff with quality control results and feedback for improvement.
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13. Provides regular, accurate HCV reports detailing areas of operational responsibilities; advises Assistant Director of concerns along with proposed solutions.
14. Ensure PIC, EIV and other HUD reporting is up-to-date, accurate and that corrective action is completed when necessary (e.g. fatal errors, income discrepancies, etc.)
15. Lead, manage and supervise special projects and programs when needed.
16. Perform related duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

The employee receives instructions from the HCV Director. The employee plans and carries out routine work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when complaints are brought to the attention of the supervisor, and when the supervisor is contacted by the employee for direction. The employee's work is reviewed periodically for conformance to Authority policies and attainment of objectives.

The HCV Program Supervisor frequently makes specific assignments to Program Specialists and the Customer Service Representative. Assignments to staff will include what is to be done, deadlines, quality, quantity, and priority. The employee supervises managerial and clerical employees and monitors the work of multiple work units. Makes recommendations regarding hiring, discipline, and promotion of subordinates; authorizes leave and overtime; evaluates and rates employee performance.

### **QUALIFICATIONS AND COMPETENCIES**

#### **Behavioral Competencies**

*This position requires the incumbent to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

*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; 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. Recognizes work 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; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

*Leadership:* Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

### **Job Competencies**

1. Thorough knowledge of the principles, techniques and practices of subsidized housing management including organization, management, maintenance, and operation of subsidized units and Section 8 Housing Choice Voucher Program; federal, state, and local housing regulations and operating requirements; and the ability to apply that knowledge to perform the essential functions of the position.
2. Thorough knowledge of Housing Choice Voucher eligibility and rent calculation requirements, as required by HUD and Housing Quality Standard (HQS) Inspection Program.
3. Thorough knowledge of the principles, techniques, and practices of budget development and administration; financial planning, budget planning and analysis; and the ability to apply that knowledge to perform the essential functions of the position.
4. Requires strong interpersonal, oral, and written communication skills; the ability to effectively communicate and interact with individuals of varying social, cultural, economic, professional, and educational backgrounds including the ability to effectively deal with individuals who may

be angry, argumentative, or disagreeable; the ability to act with tact, good judgment, and discretion; and to maintain the confidentiality of matters as appropriate.

5. Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, and performance evaluation.
6. Good knowledge of procurement regulations.
7. Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting.
8. Skill in addressing the public and other bodies and presenting information in a clear, organized, and convincing manner.
9. Ability to accurately and completely document in writing appropriate events and activities.
10. Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
11. Ability to read and comprehend relatively complex material.
12. Ability to identify operational problems and develop effective solutions.
13. Ability to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.
14. Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
15. Knowledge of MS. Office Suite.
16. Knowledge and experience working with HUD Secured Systems and PHA related software programs
17. Knowledge of working with the VMS system and the ability to interpret program trends
18. Ability to work in a fast pace office environment.
19. Demonstrate the ability to work effectively with a diverse economic population.
20. Must be able to perform mathematical calculations.
21. Demonstrate good time management skills and ability to prioritize tasks as needed.
22. Ability to be detail oriented, organized, and have good public communication skills.
23. Must maintain punctuality and attendance as scheduled

## **EDUCATION AND EXPERIENCE**

Bachelors Degree preferred or five (5) years relevant experience on lieu of a degree, plus 5 years progressively responsible supervisory experience. Four (4) years progressively responsible experience in the administration of public or private housing and/or assisted housing programs. Experience in the management of a Section 8 rental assistance program including supervision preferred.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Occupancy Standards
- Rent Calculation
- Enterprise Income Verification System (EIV)

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

*Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in an office environment with occasional travel to meetings. The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Office environment. The noise level in the work environment is moderate. Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

## **CONTACTS**

Work requires frequent internal contact with employees and managers as well as external such as customers. The purpose of such contacts is to obtain and provide information and verify, document and record information submitted by residents, and other Authority activities.

## **OTHER REQUIREMENTS**

1. Must possess a valid driver's license.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Housing Authority of Kansas City, Missouri is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of Kansas City, Missouri is on an “at-will” basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

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**EMPLOYEE SIGNATURE**

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**DATE**

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**SUPERVISOR SIGNATURE**

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**DATE**