Position Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Site Compliance Officer</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>Director of Compliance</td>
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<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
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<tr>
<td>Department:</td>
<td>Compliance</td>
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<tr>
<td>Employment Status:</td>
<td>Full-Time</td>
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Summary

The primary purpose of this position is to monitor and report on the physical compliance of all Memphis Housing Authority’s (MHA) real estate portfolio. The incumbent is responsible for inspecting all MHA subsidized residential properties and leased commercial properties throughout the Memphis and Shelby County area. The incumbent also reviews operating practices and procedures and recommends changes to promote efficiency and achieve high quality performance status.

All activities must support the MHA (or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Perform random and scheduled QC inspections of privately managed assets detailing areas of improvement needed. These areas may include but not be limited to:
  1. Assessing work orders to ensure HUD regulations/standards and MHA process and procedures are being met.
  2. Assessing all building systems, grounds, common areas and residential dwellings.
- Identify the cause of any areas of improvement of personnel and collaborate with management on a corrective plan which may include additional training of personnel.
- Monitor and report on the effectiveness of the site preventive maintenance program.
- Schedule and perform systematic property maintenance inspections to maintain or achieve minimum property standards.
- Inspecting vacant units with site staff to ensure units are ready for lease-up within MHA and HUD guidelines.
- Staying abreast of the latest tested and approved energy efficient plumbing, electrical, HVAC equipment for use in MHA property portfolio.
- Conducts field investigations of potential violations of MHA and HUD regulations, gathers evidence, takes photos, makes findings, issues warnings and correction notices.
- Monitors and reviews HUD physical assessment scores.
- Recommends procedures and methods to ensure compliance with MHA and HUD regulations.
- Monitors the integrity of property data entered in HUD’s Inventory Management System, PIC and MHA’s client software, Voyager.
- Provide a weekly detailed summary of properties inspected and number of violations to supervisor for review and follow-up.
- Stays abreast of federal, state, and local laws; implements changes in property operations as needed to maintain compliance.
- Interacts with governmental and elected officials, attends meetings, and represents the Authority as needed.
- Performs other duties as assigned.
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Behavioral Competencies
This position requires the incumbent to exhibit the following behavioral skills:

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

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; and persists despite obstacles and opposition

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

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

Education and/or Experience

Associate Degree in Business or other related field OR three years’ experience in residential property maintenance management with an extensive background in HVAC, plumbing, electrical and carpentry, customer service and program compliance. Knowledge in affordable housing; including Public Housing and LIHTC programs. Be familiar with Regulatory Agreements governing each community in portfolio and related agencies to ensure 100% compliance with all regulations and laws.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must be able to operate agency’s computer software with accuracy and proficiency for prolonged periods of time. Must have the ability to learn other computer software programs as required by assigned tasks. Must obtain a Manager of Maintenance Certification within 1 year of employment. Preferably be UPCS Certified. Must have knowledge of various building systems and mechanics which may include but not limited to: Boilers, Fire pumps, Security systems, and Generators.

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.
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Standing and walking is required in touring properties, conducting customer service satisfaction surveys, and site inspections in all types of weather. Must be able to physically inspect property, including climbing stairs and can involve contact with inclement weather. Must be able to lift documents, files, etc. weighing approximately 20 pounds. Must possess a valid Driver's license.

Work Environment

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

Works in an office setting, which is adequately lighted, heated and ventilated.

Applications with a current Resume may be filed at Memphis Housing Authority, 700 Adams Ave., Memphis, TN 38105 ATTN: Human Resources Department. All applications must reach the Authority before the close of business on 09/07/2020.