



Job Title: Compliance Manager
Department: Asset Management
Reports To: Director of Asset Management
Position Classification: E02
Approved Date: November 2017

Position Summary:

The Compliance Manager is responsible for the management of regulatory compliance of all Loveland Housing Authority (LHA) owned and/or managed properties and assistance programs. The Compliance Manager monitors and ensures agency compliance through various methods including but not limited to, the oversight and maintenance of the Compliance Calendar, the training of and continuous support of staff ensuring accurate and timely completion of all compliance related duties.

Essential Job Duties/Responsibilities:

Department Operations

- Monitor and maintain departmental Compliance Calendar; supporting staff as needed and tracking progress to ensure deadlines are met.
- In collaboration with Director and Assistant Director of Asset Management, establish, communicate, and monitor annual Key Performance Indicators.
- Provide technical assistance for all Housing software programs including Microsoft Office, HAB, MRI, Encompass, VMS, Elite, PIC, TRACS, EIV, NextGen etc.
- Work with staff as an internal compliance expert to analyze and resolve compliance related issues as they arise.
- Ensure compliance with federal, state, and local laws.
- Create, update, and oversee Affirmative Fair Housing Marketing Plans for external partners at all properties.
- Annually review department policies, procedures, and resident selection criteria recommending updates as necessary.
- Monitor completed training and training requirements for all Housing staff.
- Coordinate/host in-house training as needed.
- Assist office staff by covering the front desk during breaks and lunches as needed.

Business Continuity

- Monitor affordable housing industry regulations and compliance requirements including but not limited to announcements from HUD, DOLA, CHFA, USRD, HOME, CDBG etc. and communicate changes to appropriate staff.
- Monitor income, rent and utility allowance releases, update information in applicable software systems and communicate changes to appropriate staff.
- Actively participate in the development of annual budgets for each property.

Compliance

- In collaboration with Housing Management, ensure that all properties and programs are routinely audited for program compliance.
- Reviews and approves all new applicant files before admission to determine compliance with gross rents, utility allowances, income restrictions and all other regulatory and program requirements.
- Conduct routine internal file reviews to identify gaps in training, comprehension and/or staff performance.
- Support in audit preparation of each site's leasing and recertification processes to ensure integrity and compliance standards. Audits may be conducted by funding partners, and regulatory agencies such as the Colorado Housing and Finance Authority and the Colorado Division of Housing, US Department of Housing and Urban Development, and US Department of Rural Development.
- Support staff and coordinate responses to the annual LHA audit.
- Monitor compliance with performance in REAC System (TRACS, EIV etc.).
- In collaboration with Housing Management, initiate and track appropriate corrective action to address compliance issues.

Responsible for other duties and management of special projects as assigned by Director of Asset Management and/or Executive Director.



Supervisory Duties:

The Housing Asset Manager meets the criteria established for “exempt employees” at LHA based on the following:

- Responsible for preparation, monitoring, reporting and state / national compliance.
- Has the authority to make independent decisions impacting the prioritization of leasing work in accordance with budget and compliance.
- Assist with assignment of staff caseloads and supervision of the technical and fiscal impact of contracted work.

Knowledge, Skills and Abilities:

- Must be able to establish and maintain positive and productive relationships with LHA staff, customers, and external partners.
- Must possess excellent written and verbal communication skills and represent LHA in a positive and professional manner.
- Must be able to work successfully in a collaborative atmosphere and provide excellent customer service, while also able to work independently.
- Ability and willingness to take initiative, exercise good judgement, and make sound decisions within the scope of assigned authority.
- Must have knowledge of basic office practices, procedures, and equipment.
- Must be receptive to new ideas and show an eagerness and capacity to learn new technology.

Organizational Competencies (required for all positions):

Teamwork	Responsiveness	Integrity
Collaboration	Attention to detail	Active listening
Professionalism	Organizational skills	Trust
Innovation	Problem solving skills	Positive attitude

Job Specific Competencies:

- Expert in LIHTC, HOME, HTF, CDBG and HUD programs including Multi-Family, USDA-RD and Section 8, or demonstrated ability and willingness to become an expert.
- Understand or be willing to learn and provide technical support for all Housing software programs including Microsoft Office, HAB, MRI, Encompass, VMS, Elite, PIC, TRACS, EIV, NextGen etc.
- Possess excellent oral and written communication skills.
- Must demonstrate effective conflict resolution skills, including the ability to always maintain a positive and professional demeanor.

Education and/or Experience Required/Preferred:

- Bachelor’s degree in management, Business Administration, or related field is preferred.
- A minimum of 3-5 years Affordable Housing/HUD experience preferred.

Driver’s License and Background Check:

- Must possess and maintain a valid Colorado Driver’s License with acceptable driving record (no major violations within the past three years) and be insurable through Loveland Housing Authority insurance carriers.
- A criminal history and motor vehicle background check is required.

Working Environment:

Work is generally performed in an office environment that may require sitting for extended periods of time, repetitive keyboard motion, reaching, bending, and kneeling. Light physical effort may be required by moving and positioning objects up to 20 pounds occasionally and/or 10 pounds frequently. Occasionally work will be performed in the field, which may include navigating properties and inclement weather. Work is generally completed during normal office hours but may occasionally include evenings and weekends.

This position description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this role.