

PBCA Supervisor

Full-Time Position

Annual Base Salary Range: \$58,000 - \$63,000

OVERVIEW

Missouri Housing Development Commission (MHDC) is the Housing Finance Agency for the state of Missouri. MHDC is responsible for administering numerous federal and state affordable housing-related programs targeted to Missourians with extremely-low to moderate incomes.

The state of Missouri receives millions of federal and state dollars each year to provide housing-related assistance and facilitate the development of affordable housing. In addition to MHDC's administration of typical housing-related funding, as a result of the COVID-19 pandemic, millions of dollars in additional federal funding is currently being distributed through MHDC to provide housing relief for homeless and extremely-low to moderate income individuals and households.

CULTURE

MHDC is a mission-driven organization providing affordable housing opportunities for extremely-low to moderate income Missourians. The organization offers a rewarding career in public service by providing the opportunity for dynamic, impactful and fulfilling work serving individuals and families across the entire state. MHDC is a relatively small organization with fewer than 150 staff and maintains a high staff retention rate. The COVID-19 pandemic has demanded transformation in the way work is completed and how organizations function. MHDC values staff input throughout exciting organizational improvements.

BENEFITS

MHDC strives to be an employer of choice and offers competitive pay, flexible scheduling, life balance including with generous time off, casual dress code, downtown location with paid parking, and extensive benefits. In addition, MHDC is a governmental employer, which may provide qualifying employment for the Public Service Loan Forgiveness Program (PSLF).

- Part-time Teleworking (minimum 2 days a week in office for most positions)
- Telework Technology and Equipment Provided
- Health Insurance with Immediate Coverage
- Flexible Work Schedule
- State of Missouri Pension
- Paid Covered Downtown Parking
- Prime Downtown Location
- Tuition Reimbursement
- Immediate Time-off Accrual and Use
 - 3 Weeks Paid Time-off (annual)
 - 3 Weeks Paid Time-off (medical)
 - 13 Paid Holidays (annually)
 - 6 Weeks Paid Parental Leave
- Paid Professional Licensure / Fees / Continuing Education
- Paid Professional Development Opportunities

COMPENSATION

	Low	High
Annual Base Salary	\$58,000	\$63,000
Annual Benefits Value	\$47,030	\$49,857
TOTAL COMPENSATION VALUE:	\$105,030	\$112,857

*Actual total compensation is based on benefit elections.

WORKING REQUIREMENTS

- Part-Time Teleworking – equipment will be provided
- In-office (up to full-time) in the St. Louis, Missouri office

ROLES AND RESPONSIBILITIES

MHDC is seeking a full-time PBCA Supervisor. Under the direction of the Director of Asset Management, this position will be responsible for providing administrative and management work in the direction, planning, analysis, and coordination of required IBIS Tasks as indicated under the HUD Performance-Based Annual Contributions Contract (ACC) and future amendments.

This position will ensure Voucher Processing, Special Claims, and resident relations requests, are processed and performed timely and in compliance with MHDC's stated policies and procedures and HUD's rules and regulations. Maintain up-to date knowledge of the performance based contract administration contract requirements and related processes.

ESSENTIAL DUTIES

- Direct and assist in the overall planning, direction, and coordination of IBPS tasks required under most current HUD ACC contract.
- Ensure Voucher Processing, Special Claims, and resident relations tasks are processed and performed timely and in compliance with MHDC's stated policies and procedures and HUD's rules and regulations.
- Supervise staff, including but not limited to the voucher processing, special claims and resident relations staff.
- Maintain an effective knowledge of the performance based contract administration.
- Assist PBCA Manager in coordinating and participating in the annual performance review conducted by HUD.
- Identify and communicate HUD policies and updates to the PBCA Manager and staff as they relate to the performance based contract administration.
- Assist staff by interpreting and clarifying HUD guidelines, directives, and regulations for processing.
- Assign contracts to staff for processing and develop strategies to maintain timely processing of tasks.
- Provide historical data, as needed, and timely updates to monthly PBCA Hot Topics, task status tracking and portfolio reports to Department Manager.
- Assist PBCA Manager in preparing all monthly, quarterly, and annual billing reports for HUD.
- Reconcile monthly Housing Assistance Payments (HAP) vouchers to identify any errors or discrepancies and prevent overpayments.
- Interpret Monthly Activity Transmissions from developments and properties.
- Audit HUD TRACS for compliance of the correct tenant information and percentage requirements per regulation guidelines.
- Communicate with developments to obtain and clarify information to resolve any content, error, or discrepancy issues.
- Analyze monthly bills and special claims to ensure the eligibility of applicants in the Project Based Section 8 rental assistance programs.
- Assist resident relations staff with calls and resolution of property management issues.
- Assist in responding to requests from HUD as appropriate.
- Maintain a working knowledge of how to input/retrieve data into/from REMS, HDS, LOCCS and TRACS.
- Review and approve leave requests and timecards.
- Communicate HUD policy changes and updates to PBCA Manager
- Track and monitor all contracts in portfolio.

- Maintain an accurate listing of HUD contracts and project managers assigned to each contract.
- Notify Director of any findings of non-compliance or potential trouble immediately for review.
- Competently utilize software systems.
- Travel as directed, including long distance travel and overnight and extended stays, if necessary.
- Maintain appropriate files and documentation as necessary or required.
- Attend and actively participate in meetings and training programs as directed.
- Provide assistance to employees, vendors, state agencies, departments, divisions and organizations in a friendly and efficient manner.
- Maintain and protect confidential information.
- Maintain a professional relationship with others by ensuring a sense of mutual trust, concern, respect and teamwork.
- Maintain professional appearance and demeanor.
- Must have ability to appear for work on time.
- Must have ability to follow directions from a supervisor.
- Must have ability to interact effectively with co-workers.
- Must have ability to understand and follow posted work rules and procedures.
- Must have ability to accept constructive criticism.
- Must comply with all policies of HUD and MHDC.
- Must comply with any reasonable request of any member of management.
- Conduct self in a professional manner and project a positive image of the agency at all times through communications, attitude, and appearance.
- Perform other related duties as assigned.

DESIRED QUALIFICATIONS

Education and Experience

Must qualify for inclusion in the Merit Classification Senior Housing Development Officer which requires:

- Two or more years of experience as a Senior Housing Development Officer with the Missouri Uniform Classification and Pay System; and possession of a high school diploma or GED certificate.

OR

A Bachelor's degree from an accredited college or university with a minimum of 15 earned credit hours in one or a combination of the following: Accounting, Business or Public Administration, Environmental Studies, Urban Planning, social sciences or a closely related field; and, Two or more years of supervisory level professional or technical experience in affordable housing management involving compliance with MHDC affordable housing programs; building, construction, or land inspection involving code, prevailing wage, and/or contractor compliance and physical inspections; auditing housing or real estate documents including conducting physical and/or file audits/inspections of properties for compliance of rental contracts, building codes, encumbrances, and other documents specific to the land; real estate development involving reviewing new construction sites for environmental concerns and/or geographical concerns; or other closely related work.

(Additional qualifying experience may substitute on a year-for-year basis for deficiencies in the required college education.)

- Experience working in government a plus.
- Individual must have the ability to read, write, and understand, and spell the English language, the ability to communicate with individuals or groups by phone or in person. Must have the ability to receive, recall and follow communications and complex oral or written instructions.

Skills

- Utilize Microsoft office systems proficiently.

- Project management and organization.
- Critical thinking and problem solving.
- Ability to operate well as part of a team or independently.
- Demonstrate excellent written and oral communication skills.
- Attention to detail.
- Speak competently to large and small groups.
- Openness and adaptability to quickly changing workloads and deadlines.

Physical Demands

The physical demands which must be met to successfully perform the essential functions of this position include being able to regularly sit, stand, walk, grasp, turn wrists, manipulate fingers, talk, see and hear. The employee must occasionally lift and move up to 10 pounds.

To be considered for the position, please submit your resume and cover letter online. Incomplete resumes, including information without salary history, will not be considered.