

## **PROGRAM COMPLIANCE SPECIALIST**

**APPLICATION DEADLINE IS FRIDAY, AUGUST 14<sup>TH</sup> AT 11:59PM**

**Division:** Program Compliance  
**Reports to:** Director of Program Compliance  
**Location:** Nashville, TN  
**Full-time/Part-time:** Full-time  
**Salary Grade:** 28  
**Monthly Salary Range Minimum:** \$2,879  
**FLSA Classification:** Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Provides general administrative support to the division, with emphasis on responding to inquiries, handling applications for THDA's Certified Property Management Certification, report completion, data submission, and making updates to THDA websites.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Serves as the first point of contact for the division, answering calls from tenants/landlords/owners and preparing timely responses, including follow-up calls, e-mails, and correspondence; escalates issues to others within the division as appropriate.
- Reviews applications to THDA's Certified Property Management Certification program (CPM), completes certificates and mails to recipients; monitors and processes CPM renewals.
- Maintains correct, updated owner/agent contact information in the THDA Contacts database.
- Updates owner/agent changes into software and tracking system and generates reports to determine program compliance.
- Assists with research of federal regulations for federal programs.
- Assists in preparation of data for THDA's Research and Planning Division, the federal Department of Housing and Urban Development (HUD), and for public records requests.
- Coordinates and manages data and document retention for the division; coordinates the Electronic Content Management (ECM) activities for division files.
- Assists with updates to the Program Compliance section of THDA's web sites.
- Maintains vehicle schedule with other divisions, vehicle servicing requirements, vehicle log, and receipts.
- Assists in the preparation of external training events and other THDA supported events to include off site attendance at these events: secures training venues; orders/copies training materials; prepares materials for dissemination at events; and related activities.
- Performs administrative tasks including copying, processing and distributing mail, ordering office supplies, and data entry.

### **MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

#### **Education and Experience:**

- High school diploma or GED; post-high school certification is preferred.
- Experience in a federal, state, or local housing program, other social service program, the housing industry, or other organizations serving a low-income population is preferred.

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The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

**Knowledge, Skills, Abilities, and Competencies:**

- Ability to work effectively as part of a team.
- Ability to handle frequent procedural changes.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Excellent administrative skills.
- Maintains credibility through sincerity, honesty, and discretion.
- Maintains a high level of confidentiality.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

**Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**

**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE  
ONLINE APPLICATION INSTRUCTIONS**

**APPLICATION MUST BE COMPLETED AND RESUME ATTACHED FOR CONSIDERATION**