



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
5/1/2016

Agency: Oregon Housing and Community Services

Division: Housing Stabilization Division

[] New [x] Revised

This position is:

- [x] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc – Supervisory
[] Mgmt Svc – Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Compliance Specialist 1
b. Classification No: C5246
c. Established Date: November 1, 2014
d. Position No: 0001139
e. Working Title: Contract Officer
f. Agency No: 91400
g. Section Title: HUD Contract Administration
h. Budget Auth No: 000941520
i. Employee Name: Job Rotation
j. Repr. Code: OA
k. Work Location (City – County): Salem
l. Supervisor Name (Optional): Rhonda Crawford
m. Position: [x] Permanent [] Seasonal [] Limited Duration [] Academic Year
[x] Full-Time [] Part-Time [] Intermittent [] Job Share
n. FLSA: [] Exempt [x] Non-Exempt
If Exempt: [] Executive [] Professional [] Administrative
o. Eligible for Overtime: [x] Yes [] No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

Oregon Housing and Community Services (OHCS) provides stable and affordable housing, and engages leaders to develop integrated statewide policy that addresses poverty and provides opportunity for Oregonians. OHCS's vision for the state is that all Oregonians have the opportunity to pursue prosperity and live free from poverty.

OHCS's Housing Stabilization Division provides critical services to the lowest income Oregonians by addressing housing stabilization and helping more Oregonians access safe, stable, and affordable housing options. Housing stabilization addresses the many aspects of the needs that low income Oregonians face – affordable housing, access to energy assistance, and connections to other services such as health care, education, and nutritious food. The Housing Stabilization Division works closely with Community Action Agency partners and other partners across Oregon to meet basic needs. The Housing Stabilization Division passes through federal and state resources to local partners to enable local communities to provide a wide range of services and assistance in order to increase housing stability and access to opportunity. The Division also manages federal housing resources through the HUD Contract Administration section.

Housing Stabilization Division: Homeless Services

The Homeless Services Section of the Housing Stabilization Division provides services that assist low income households to stabilize and move towards accessing opportunity. Homeless and rental assistance programs in the section are delivered statewide by community action agencies, housing authorities and other partners, who ensure coordination and leveraging of services. These programs address the basic needs of Oregonians.

Housing Stabilization Division: Energy Services

The Energy Services Section of the Housing Stabilization Division addresses basic needs to help Oregonians achieve housing stability. The section manages state and federal resources that mitigate high energy costs, address health and safety risks, and improve energy efficiency in the homes of low income Oregonians. Through a network of community action agencies, utility companies, and community partners, services include utility bill payment assistance, health and safety improvements, heating system repair and replacement, energy conservation services, and energy conservation education. These critical services encourage improved health and safety and improved housing stabilization.

Housing Stabilization Division: HUD Contract Administration

The HUD Contract Administration section of the Housing Stabilization Division serves as the Performance Based Contract Administrator (PBCA) for project-based Section 8 housing in Oregon. These activities cover 257 contracts and nearly 10,000 units across the state. The section provides technical support to owners, managing agents, site staff, and residents. Section 8 is a critical federal resource providing affordable housing through private landlords across Oregon.

This position is part of HUD Contract Administration.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The primary purpose of this position is to administer quality assurance policies and procedures to ensure consistent, accurate, and timely performance and reporting of Incentive Based Performance Standards as outlined in the Annual Contributions Contract, and assure Acceptable Quality Levels are met or exceeded to ensure Department receives maximum fee possible. The primary responsibility of this position is to address tenant complaint calls through to resolution in a manner as to meet or exceed Acceptable Quality Levels. This position assists the Compliance Officer 2 and Compliance Officer 3 to meet or exceed Acceptable Quality Levels for Contract Renewals and Amends Rents.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/ NC	E/ NE	DUTIES
85	R	E	<p>Contract Administration, Financial Analysis, Regulatory Analysis and Enforcement</p> <ul style="list-style-type: none"> • Assists Quality Assurance Advisor and compliance officer to: <ul style="list-style-type: none"> ○ Ensure performance based tasks are performed at the acceptable quality levels as outlined in the annual contributions contract; ○ Ascertain owner and management agent compliance with state and federal rules, regulations, policies and guidelines; ○ Recommend appropriate enforcement action regarding non-compliance. • Contract Renewals and Rental Adjustments:

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

			<ul style="list-style-type: none"> ○ Serves as backup to the Quality Assurance Advisor and Contract Officer to coordinate contract renewal and rental adjustment processes. ○ Serves as backup to the QAA and CO to review packages submitted by owners and management agents to ensure compliance with HUD rules, regulations and guidelines. Ensures package is complete prior to forwarding to Contract Officer for processing. Requests and obtains missing information or documentation as needed. ○ Enters information into HDS and HUD's iREMS. ○ Monitors iREMS Events for Auto OCAF notifications. ○ Reviews Utility Allowance documents for completeness and accuracy. ○ Files completed contracts and rent adjustments. ● Tenant Complaints – Life/Non-life Threatening Health & Safety Issues: <ul style="list-style-type: none"> ○ Reviews, analyzes and assesses validity of complaints, and determines if life or non-life threatening; ○ Acts as liaison between owners, management agents, and residents to ensure complaints are satisfactorily resolved in a timely manner; ○ Enters data in iREMS and HDS to ensure timely and accurate reporting. ● General Complaints: <ul style="list-style-type: none"> ○ Acts as liaison between owners, management agents, residents, general public, attorneys, and government officials to address various program issues and concerns; ○ Maintains a monthly general complaint log to ensure satisfactory resolution. ● Reporting <ul style="list-style-type: none"> ○ Ensures required data entered into iREMS and HDS is accurate for monthly, quarterly and annual reports; ○ Researches and provides additional information as needed or requested to complete the reports.
10	R	E	<p>Technical Consultation and Support</p> <ul style="list-style-type: none"> ● Provides technical assistance and guidance to owners, management agents, residents, general public, government agencies and officials, and attorneys regarding HUD-subsidized program requirements, and specific property information as appropriate. ● Supports the HCA Manager by reporting and discussing issues that need to be addressed.
5	R	NE	<p>Special Projects and Other duties as assigned</p> <ul style="list-style-type: none"> ● Special projects as assigned by the manager or administrator to ensure satisfactory execution of the Annual Contributions Contract.
100			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Work is in a typical office environment with sometimes frequent interruptions and office noise. This position may involve occasional travel on official State business. Should you choose to drive a motor vehicle you must have a valid driver license and an acceptable driving record. If not, you must have an alternate method of transportation. Compliance with ORS 807.020 (1) is required. It is required that drivers of state-owned vehicles complete a defensive driving safety class every two years. Evening, weekend and overtime work may be required. Often deals with difficult and combative individuals.

SECTION 5. GUIDELINES

- a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Federal and state rules, regulations, policies and procedures are reviewed and interpreted daily to ensure compliance and carry out performance-based services under the Annual Contributions Contract, and provide technical assistance.

HUD Handbooks: Used on a daily basis to effectively and accurately perform job duties associated with the Annual Contributions Contract, and provide technical assistance to owners, management agents, residents, government officials and the public.

Annual Contributions Contract – Project-Based Section 8 Contract Administration: Outlines the required Performance Based Performance Standards (IBPS) to be performed, and the Acceptable Quality Level (AQL) that must be met for each standard. Outlines the basic fee for meeting, and disincentive fee for not meeting, the AQL for each IBPS. Staff must be familiar with the IBPS and AQL requirements to ensure the Department receives the maximum fee permissible under the Annual Contributions Contract.

HUD Guides: Provide more specific guidance, policies and procedures for implementing the Annual Contributions Contract requirements.

Internet Sites: HUD requires the use of various Internet sites to obtain frequent updates to current rules, regulations, policies and procedures; REAC inspections to monitor for health and safety issues; and provide technical assistance.

Code of Federal Regulations: Title 24 of the Code of Federal Regulations contains regulations regarding the Department of Housing and Urban Development's subsidized housing programs. Staff must be familiar with these regulations to ensure programs are administered and monitored properly.

Federal Register: Regulations are rules enacted in response to statutes. Staff accesses the Federal Register daily to review interim and final rules that affect the monitoring of subsidized housing programs. When requested in interim rules, staff provides comments regarding a rule, or any revisions to a rule. Owners and management agents are sent a copy of any rules that may affect their responsibility to manage properties.

OMB Super Circular (formerly OMB Circular 133) – Compliance of Federally Financed Assistance Programs: Provides a compliance matrix that outlines compliance requirements for federal programs, as associated with financial and performance reporting. Staff must incorporate these requirements into the review process.

Oregon Revised Statutes - Chapter 90 – Residential Landlord and Tenant: Outlines owner and resident responsibilities regarding rental housing. Staff must ensure that owners and management agents are in compliance with Chapter 90. When conflicts arise between Chapter 90 and federal rules and regulations, staff must be able to determine which rule or regulation prevails.

HCA Section Policies and Procedures: Outlines the processes staff are to use when performing Annual Contributions Contract responsibilities. Staff must be familiar with these policies and procedures to ensure Acceptable Quality Levels (AQL) as outlined in the Annual Contributions Contract are met, and Department receives the maximum fee possible.

- b. How are these guidelines used?

References listed are the foundation for staff's ability to perform required duties and ensure owner and management agent compliance. References are frequently accessed to assist in decision-making processes; training; providing recommendations and technical assistance; monitoring compliance; and developing policies and procedures.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Project Owners Management Agents	Verbal: Telephone/In Person Written: Correspondence/ E-mail	<ul style="list-style-type: none"> Provide technical assistance or information regarding rules, regulations, policies, procedures, actions, etc. regarding HUD-subsidized housing programs and property management Discuss life-threatening and non-life threatening health & safety issues; maintenance issues; and resident complaints Discuss contract renewal and rent adjustment issues Obtain information regarding general and specific project issues 	Daily
Residents	Verbal: Telephone/In Person Written: Correspondence/ E-mail	<ul style="list-style-type: none"> Provide technical assistance or information regarding rules, regulations, policies, procedures, actions, etc. regarding HUD-subsidized housing programs Act as liaison between residents, owners and management agents regarding management and specific project issues 	Daily
Other Government Agencies and Officials	Verbal: Telephone/In Person Written: Correspondence/ E-mail	<ul style="list-style-type: none"> Provide technical assistance or information regarding rules, regulations, policies, procedures, actions, etc. regarding HUD-subsidized housing programs. Provide project-specific information as appropriate. Act as liaison between owners, management agents and agencies/ officials. 	Monthly
Attorneys General Public	Verbal: Telephone Written: Correspondence/ E-mail	<ul style="list-style-type: none"> Provide technical assistance or information regarding rules, regulations, policies, procedures, actions, etc. regarding HUD-subsidized housing programs. Provide project-specific information as appropriate. 	Occasionally
HUD Personnel	Verbal: Telephone/In Person Written: Correspondence/ E-mail	<ul style="list-style-type: none"> Discuss issues associated with compliance of the Annual Contributions Contract, IBPSs and AQLs Discuss general and specific project information Discuss issues and notifications during contract renewal process Discuss issues regarding non-compliance of HUD-subsidized rules and regulations Discuss resident issues Discuss management issues Discuss issues regarding HUD Secure System 	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Responsible for ensuring that best practices are used on a continual basis while completing and monitoring assigned projects. This position has the authority to make independent decisions related to rules, regulations, policies and procedures. Decisions affect program and Department integrity. Errors could have broad potential impact and could result in legal ramifications. Must thoroughly review and be able to effectively interpret numerous federal and state rules and regulations. Since there are often conflicts between federal and state rules and regulations, must be able to determine which regulation takes precedence. Decisions made by this position could have a broad impact on the success of the HUD Contract Administration Section, and ultimately the success of Oregon Housing and Community Services.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Principal Executive Manager D	0001130	Verbal and written communication Monthly Stewardship Meetings Annual Performance Review	Weekly Monthly Annually	Confirm compliance with rules, regulations and procedures

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- Plans work Assigns work Approves work
 Responds to grievances Disciplines and rewards Coordinates schedules
 Hires and discharges Recommends hiring Gives input for performance evaluations
 Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

At Oregon Housing and Community Services:

- Our **Vision** is that all Oregonians have the opportunity to pursue prosperity and live free from poverty.
- Our **Mission** is to provide stable and affordable housing and engage leaders to develop integrated statewide policy that addresses poverty and provides opportunity for Oregonians.
- Our **Core Values**: Collaboration – Compassion – Equity – Integrity – Leadership – Transparency.

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

The individual in this position is expected to (a) create a professional environment focused on high productivity; (b) model sound work habits, through personal example and leadership, (c) maintain accurate and current office records (time sheets, travel expenses records, weekly reports, etc.) and submit these for appropriate action in timely manner; (d) actively contribute, participate, and engage in department meetings and other settings, and (e) complete special projects and other duties as assigned.

The individual in this position must perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with agency personnel and with appropriate external partners; identify and resolve problems in a constructive manner; demonstrate openness of constructive feedback and suggestions; and contribute to a positive, respectful, and productive work atmosphere creating a positive, productive environment focused on results.

The individual in this position must have good written and computer skills and excellent verbal communication and presentation skills. Punctuality and regular, consistent attendance are key elements of this position.

There are often conflicts between federal and state rules and regulations. Must thoroughly review and be able to effectively interpret numerous federal and state rules and regulations.

This position may operate a state-owned vehicle during the course of business. It is required that drivers of state-owned vehicles complete a defensive driving safety class every two years, and possess and keep a valid driver's license and acceptable driving record.

This position must also:

- Have excellent organizational skills and a clear understanding of the requirements as outlined in the Annual Contributions Contract between the Department of Housing and Urban Development and Oregon Housing & Community Services to ensure the Department receives the maximum fee possible. Improper completion and untimely actions can result in a disincentive fee.
- Analyze and act on difficult and varied information, including Federal program regulations and laws, state statutes and loan documents, project financial information and industry standards, trends and procedures.
- Balance the needs of the Department and HUD with the needs of the owners, management agents, residents, government officials, and the public.
- Have a thorough knowledge of HUD rules, regulations and guidelines, as well as regulations governing all projects for which OHCS is responsible.
- Have extensive property management knowledge and experience.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>		

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

_____	_____	_____	_____
Employee Signature	Date	Supervisor Signature	Date
_____	_____		
Appointing Authority Signature	Date		