



## Quality Control Coordinator

### Job Description

We are currently seeking a Quality Control Coordinator to join our team! The mission of the Waukegan Housing Authority is to promote adequate and affordable housing, economic opportunity, and a suitable living environment free from discrimination for low-income, very low-income families, persons with disabilities, or the elderly. The Authority provides both family and elderly housing, Section 8 housing, and a youth and family services program.

Under the general direction of the Waukegan Housing Authority Executive Director/CEO, the Quality Control Coordinator is responsible for auditing the accuracy and timeliness of files for the Housing Choice Voucher (HCV) and Public Housing Departments. Employee conducts Quality Control Inspections for HCV and Public Housing properties. The person in this position must demonstrate a strong cognitive ability in assessing and evaluating problems and stay abreast of all procedures relating to Quality Control.

### Duties and Responsibilities

Under the general supervision of the Upper Management staff, perform or provide oversight to a wide variety of supervisory and technical tasks depending on the portfolio composition.

Interpret HUD regulations and program guidelines to ensure the Authority's compliance with all requirements, with guidance from the Executive Director/CEO.

Ensure WHA administrative plan is maintained and updated to reflect changes in HUD requirements.

Keep abreast of changes in regulations affecting administration of programs. Inform and train staff in regulatory requirements. Provide information to the public as appropriate.

Develops and maintains good relationships with participating landlords and potential participating owners by providing information about the HCVP and good customer service.

Resolve disputes between tenants and landlords as appropriate. Participate in grievance conferences/hearings when necessary.

Ensures that tenant files are maintained in an orderly fashion, with documents filed according to WHA's filing protocol.

Ensures eligibility, assets, income, employment, family composition, and other factors are properly verified and documented.

Annually reviews and periodically updates utility allowances to reflect changes in utility rates.

Maintains a rent reasonableness database of unsubsidized comparable units and ensures its use to confirm the rent reasonableness of units leased under the program.

Develops and maintains a tracking system to monitor and document WHA performance under SEMAP.

Abates housing assistance payments if housing standards violations occur that threaten health or safety.

Terminates participating families from the program for violations of tenant responsibilities.

**Education and Experience** A bachelor's degree and five (5) years in an area of study such as business, property management, public administration; Quality control and audit practice preferred.

2. Any similar combination of education and experience.

3. Experience working with ethnically and culturally diverse individuals, communities, agencies, and organizations.

Independent decision-making skills and experience handling and resolving problems using skills gained through social work, community organization work or similar types of experience is required. Ability to maintain effective relationships and analyze situations to identify problems, offer solutions and communicate with different people in a wide variety of situations. The successful candidate should be mission-driven, able to maintain the strong values of PHA and to seek creative solutions to problems in a positive, team-oriented and judgment free environment.

Familiarity with applicable local, state, and federal laws and HUD regulations. Housing Choice Voucher certification(s), prior knowledge of Housing Choice Voucher Program, and Housing Quality Standards a plus. Excellent computer skills working with complex databases, Microsoft Office, Word, and Excel is also required. A valid driver's license is required.

**Special Requirements** Must have a valid driver's license. Must be bondable. Ability to handle confidential and sensitive matters, and deal with public relation problems courteously and tactfully. Must be efficient in Microsoft Office Suite.

**Salary** \$55,000 annually

Any offer of employment is conditioned on the successful completion of a background screening, drug and alcohol testing and may include a pre-employment medical exam.

### **HOW TO APPLY AND APPLICATION DEADLINES**

Applications will be accepted until the position is filled.

**Please mail, e-mail or hand deliver your application and resume to the address below.**

**Email to:** [crodney@waukeganhousing.com](mailto:crodney@waukeganhousing.com), **Fax:** 847-625-4627. No phone calls please

**Mail to:** Waukegan Housing Authority  
Human Resources Department  
215 S. Martin Luther King Jr. Ave.  
Waukegan, IL 60085