



Housing Authority
of the
County of Tulare

CLASSIFICATION: PROGRAM COMPLIANCE OFFICER

RESPONSIBLE TO: OCCUPANCY PROGRAM SPECIALIST

DEFINITION: This position requires comprehensive knowledge of all programs and their regulations and policies within the agency; responsible for the auditing of tenant files, meeting compliance requirements and training eligibility clerks; and performing a variety of clerical, computer and administrative tasks; and related work as required.

EXAMPLES OF DUTIES: Independently, or in accordance with general instructions, audits and tracks work of eligibility clerks; maintains and monitors monthly deadlines for completion of work assigned to eligibility staff; signs and executes all HAP contracts; trains personnel in regulations, policies and accuracy in the maintenance of tenant records; supervises newly hired clerks; designs forms; provides ongoing support and assists all eligibility staff in troubleshooting; administers criminal record-check program through Clear Screening; monitors tenant-file archival process; analyzes problem areas and recommends solutions; advises and assists residents and clients concerning occupancy; explains Authority functions and operational policies to residents and general public; coordinates interaction among personnel, including area offices, inspectors, accounting department and in other special areas as needed; prepares and performs electronic submissions to various governmental agencies; performs monthly reconciliation of all USDA-funded properties; prepares weekly reports to ensure program compliance; monitors and supervises Section 8 update process; assists staff in lease-up and tenant screening; creates training materials for eligibility staff; assists in investigation of fraud and complaints; prepares reports and correspondence as required; responds to requests for information from outside agencies; co-shares the duties of Occupancy Program Specialist/Eligibility Clerk Specialist in his/her absence; and performs related duties as assigned.

EDUCATION/EXPERIENCE: Equivalent to high school graduation.

KNOWLEDGE OF: Office practices and procedures, with good writing skills; government regulations and policies as they relate to various housing programs.

SKILLS TO: Work independently, self-motivated; ability to employ good judgment and handle problems tactfully; ability to learn and act quickly; to analyze and summarize accurately.

**Housing Authority of the County of Tulare
Program Compliance Officer (Continued)**

PHYSICAL CHARACTERISTICS: Manual dexterity of the hands/wrists in order to operate a computer keyboard, computer and other office equipment; good eyesight to read/write and visually use a computer screen; strength and flexibility in order to bend, reach, stoop, and lift and carry files weighing up to 30 pounds; good hearing to accommodate and greet persons coming into the office and to handle telephone conversations; clear speech and verbal skills in order to communicate with the public and co-workers; ability to operate a motor vehicle. Must have ability to cope with stressful circumstances and to cordially interact with coworkers to accomplish common tasks. Regular attendance required.

LICENSE/CERTIFICATES: A valid California driver's license.