



## PIERCE COUNTY HOUSING AUTHORITY

603 South Polk Street, Tacoma, WA 98444 | 253-620-5400 | [www.PCHAWA.org](http://www.PCHAWA.org)

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### JOB DESCRIPTION: HOUSING CHOICE VOUCHER (HCV) MANAGER

TITLE:	Housing Choice Voucher (HCV) Manager
REPORTS TO:	Deputy Executive Director
SALARY RANGE:	\$77,000 - \$93,000/ annual PCHA Benefits Package
SHIFT/SCHEDULE:	Salaried, Exempt Non-Union

The Pierce County Housing Authority (PCHA) is a public body created by Pierce County's Board of Supervisors (now County Council) in 1978 according to State statute (RCW35.82). The mission of the Pierce County Housing Authority is to provide safe, decent, affordable housing and economic opportunity free from discrimination. PCHA currently operates 121 Low-Income Public Housing units, 20 Units of USDA/RD Housing, administers approximately 3,003 Section 8/HCV program vouchers, and an Enterprise Portfolio comprising approximately 670 units. Additional grants are received periodically for the Renovation and Modernization of existing facilities and in support of our Family Self-Sufficiency Programs. Currently, the Pierce County Housing Authority employs approximately 40 individuals.

#### **BASIC FUNCTION**

The Housing Choice Voucher (HCV) Manager supports PCHA's strategic and operational objectives by assisting the Deputy Executive Director to manage, supervise, plan, and coordinate the Supported Housing Department's administration of the Housing Choice Voucher and other affordable housing programs. This position develops, implements, and evaluates Supported Housing operations to ensure optimum utilization of HCV and affordable housing programs to ensure timely completion of eligibility processes and compliance with mandated requirements. The HCV Manager position will recommend changes to the Deputy Executive Director for program policies, programs, and related initiatives.

#### **ESSENTIAL FUNCTIONS**

- Supervise and evaluate the work of staff.
- Collaborate and coordinate assigned project work with other departments and outside agencies.
- Provide coaching, development, and training to assigned department staff.
- Assist management in determining the appropriate measure and metrics for program success.
- Actively participate in the development and oversight of long range, strategic, and budget planning processes.
- Model and coach others to conduct business through cross department participation and review to utilize communication and foster accountability.
- Comply with authority granted to PCHA, funding regulations, and pertinent laws.
- Demonstrate commitment to constant improvement, monitoring workflow to assure maximum productivity while making sound decisions on resource allocations.
- Identify, implement, and evaluate best practices to maximize project and service delivery.

- Critically evaluate department operations, interpret performance data, and make recommendations for best practices and to establish performance expectations.
- Develop tools and reports to routinely track and evaluate the quality, timeliness, effectiveness, and cost of services provided by the department.
- Work with Department Director to oversee implementation of new programs and changes to existing programs.
- Work with the Department Director to develop policies and procedures documenting department practices and performance expectations.
- Serve as a liaison to other departments to facilitate operational coordination and fulfill organizational needs and requirements.
- Arrange for the preparation, scheduling, and presentation of internal training programs for department staff as appropriate.
- Receiving information from the public, landlords, program participants, staff and others pertaining to the operation of the program, attend meetings to discuss problems and seek solutions.
- Review monthly utilization to determine department leasing goals, analyze data to determine the number of vouchers needed to be issued and review historical data to determine the opening and closing of the waiting list to meet leasing goals.
- Direct, coordinate and review the work plans assigned to staff; assign work activities and projects; monitor workflows; review and evaluate work performance, methods, and procedures.
- Meet with staff to identify and resolve problems.
- Interview, hire, and maintain a qualified workforce to include performance evaluations and maintaining discipline.
- Prepare monthly/ quarterly annual reports for grant funded programs.
- Audit check runs
- Adhere to Federal, State, and Local laws and regulations pertaining to program requirements.
- Maintain effective communication with landlords, families, HUD, and other interested parties.
- Deal with sensitive and personal information such as staff and client files.
- Conduct file audits to measure performance as part of ongoing quality assurance process and for the Section 8 management assessment program.
- **NOTE:** This job function describes primary duties only. It is not to be considered a detailed listing of all required tasks.

#### **REQUIRED KNOWLEDGE AND SKILLS**

- Demonstrated knowledge of federal, state, and local housing programs and working knowledge of operational rules and standards.
- Demonstrated knowledge and skill set in management principles, practices, and methods.
- Property management experience, including landlord-tenant regulations.
- Demonstrated knowledge and skill set in outreach, community, and public relations.
- Interpersonal skills using tact, diplomacy, patience, equity, and courtesy.
- Advanced verbal and written communication skills.

#### **REQUIRED ABILITIES**

- Establish and maintain effective working relationships with community organizations, employees, and the general public.
- Facilitate agreements among competing interests.
- Lead, direct, guide, recruit, and coach diverse staff
- Communicate effectively both verbally and in writing.

- Interpret, apply, and explain rules, regulations, policies, and procedures.
- Establish and maintain cooperative and effective working relationships with stakeholders, suppliers, and customers.
- Analyze situations accurately and adopt an effective course of action.
- Know principles and practices of leadership and management of people.
- Meet schedules and timelines.
- Work independently.
- Plan, organize and prioritize work.

### **PREFERRED QUALIFICATIONS**

- College degree, Associate's, or Bachelor's degree, with major course work in liberal arts, social services, business administration, or related field. Directly relevant experience will be considered in lieu of required degree.
- At least three (3) to five (5) years or increasingly responsible management or senior professional experience in program development with responsibility for managing, planning, organizing, coordinating, staffing reporting, and budgeting experience.
- At least five (5) years of Housing Choice Voucher Program experience
- At least three (3) years in a supervisory capacity.
- Excellent verbal and written communication skills, as well as negotiation, problem-solving, outcome measurement and analysis skills
- Mission-driven experience with a focus on serving the public.
- Must demonstrate high degree of integrity, ethics, and respect for others.

### **MINIMUM REQUIREMENTS**

- **EDUCATION:** A minimum of a High School diploma or equivalent
- **EXPERIENCE:** At least two (2) years of progressively responsible public housing or nonprofit social service program oversight experience.
- **LICENSES AND OTHER REQUIREMENTS:** Valid Washington Driver's License with an insurable driving record. Consent to and pass criminal record background check in accordance with position requirements, including but not limited to HUD guidelines.

### **WORKING CONDITIONS**

- Work is performed in an office environment. The incumbent will use standard office equipment including personal computers, telephones, copiers, and related equipment.
- **WORK SCHEDULE:** Keep office hours sufficient to serve the public and manage staff; Monday through Thursday (10-hour shifts), or Monday through Friday (8-hour shifts), some weekends and holidays if the need arises,
- Sitting or standing for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard and calculator.
- Seeing to read various data both on paper and computer screen. Accommodations can be made as necessary for individuals with visual impairments.
- Bending at the waist to retrieve materials.
- May include lifting up to 50 lbs.
- **HAZARDS:** Contact with dissatisfied or abusive individuals

### **EQUAL OPPORTUNITY**

Pierce County Housing Authority is an equal opportunity employer. All qualified applicants will receive

consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected classes in local, state, or federal employment laws.

#### **APPLICATION REQUIREMENTS AND PROCESS**

- Submit both a one-page cover letter and resume.
  - Cover letter needs to address how your experience and education and/or training qualifies you to perform the essential functions listed in the job announcement.
  - Resume should detail all education and experience that qualifies you for this position.
- **SUBMIT:** Email cover letter and email as attachments to [HumanResources@pchawa.org](mailto:HumanResources@pchawa.org) with SUBJECT Line of "HCV Manager– Your Last Name, Your First Name"  
OR mail to:
  - Human Resources
  - 603 South Polk Street, Bldg. C
  - Tacoma, WA 98444
- Questions may be addressed to:
  - Ney Calhoun, Human Resources Manager
  - [humanresources@pchawa.org](mailto:humanresources@pchawa.org)
  - 253-620-5420
- **DUE DATE:** Priority consideration for application materials (cover letter and resume) received on or before Friday, February 2, 2024, and then open until filled.