



PIERCE COUNTY HOUSING AUTHORITY

11515 Canyon Rd E, Puyallup, Washington 98373 | 253-620-5400 | www.PCHAWA.org

JOB DESCRIPTION: QUALITY CONTROL COORDINATOR

TITLE:	Quality Control Coordinator
REPORTS TO:	Deputy Executive Director
SALARY RANGE:	\$85,000- \$95,000/ annual PCHA Benefits Package
SHIFT/SCHEDULE:	Salaried, Exempt Non-Union

The Pierce County Housing PCHA (PCHA) is a self-supporting public body enterprise created by Pierce County's Board of Supervisors (now County Council) in 1978 according to State statute (RCW35.82). The mission of PCHA is to provide safe, decent, affordable housing and economic opportunity free from discrimination. PCHA currently operates 121 HUD Public Housing units that we are in the process of selling, 20 Units of USDA/RD Housing, administers approximately 3,003 HUD Section 8/HCV program vouchers, and an Enterprise Portfolio comprising approximately 670 apartment units in 8 communities. Additional competitive grants received periodically for the Renovation and Modernization of existing facilities, construction of new facilities, and in support of our Family Self-Sufficiency Programs. Currently, the PCHA employs approximately 50 individuals.

BASIC FUNCTION

The Quality Control Coordinator ensures that PCHA affordable housing programs operate in accordance with U.S. Department of Housing and Urban Development (HUD) regulations, Section 8, Tax Credit (LIHTC), Housing Authority policies, and other applicable federal, state, and local requirements. This role is responsible for monitoring program compliance, conducting quality control reviews, recertifications, file audits, maintaining accurate records, and supporting staff in implementing policies that promote fair, consistent, and compliant program administration.

ESSENTIAL FUNCTIONS

- Monitor compliance with HUD regulations, Administrative Plan, and agency policies for Section 8, LIHTC, and Fair Housing program activities.
- Oversee resident certifications, annual/interim recertifications, income and asset verifications, and rent calculations.
- Conduct internal audits and quality control reviews of participant files including eligibility determinations, recertifications, rent calculations, inspections, billings, portability, invoices and statements to ensure accuracy and compliance.
- Track and report findings; assist in developing corrective action plans.
- Conduct daily audits on certification packets for the IRS Low Income Housing Tax Credit (LIHTC) program; organizes and ensures a variety of specialized regulatory requirements are within compliance guidelines.
- Provides support to internal and external customers; coordinates, develops, and consults with executive and managerial staff providing system-wide comprehensive training programs and workshops to enhance program requirement comprehension.
- Coordinates and works with program directors, managers, and associated departments to ensure smooth transition of LIHTC conversions
- Maintain resident files and property records in accordance with program and regulatory standards.

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- Assist with preparation for HUD audits, SEMAP reviews, and other monitoring activities.
 - Maintain accurate records and prepare compliance-related reports for management and regulatory agencies.
 - Provide training and technical assistance to program staff on HUD regulations, agency policies, and compliance standards.
 - Stay informed of HUD regulations, Fair Housing laws, and other regulatory updates and communicate changes to staff and leadership.
 - Investigate and document potential program violations, fraud, or noncompliance, and assist with referrals to appropriate parties.
 - Support implementation of fair housing and equal opportunity standards within program operations.
 - Assist management in determining the appropriate measure and metrics for program success.
 - Conduct regular file audits to measure performance as part of ongoing quality assurance processes, and prepare for management reviews, agency audits, and inspections.
 - Submit accurate compliance reports, vouchers, and occupancy data to HUD, state housing agencies, or contract administrators.
 - Perform other related duties to support program integrity and compliance.
 - 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.
 - Deal with sensitive and personal information such as staff and client files.
 - Adhere to Federal, State, and Local laws and regulations pertaining to program requirements.
 - **NOTE:** This job function describes primary duties only. It is not to be considered a detailed listing of all required tasks.

REQUIRED ABILITIES, 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 quality control principles, practices, and methods.
- Interpersonal skills using tact, diplomacy, patience, equity, and courtesy.
- Advanced verbal and written communication skills.
- Establish and maintain effective working relationships with residents, staff, and regulatory agencies.
- Interpret, apply, and explain rules, regulations, policies, and procedures.
- Analyze situations accurately and adopt an effective course of action.
- Must demonstrate high degree of fairness, integrity, and ethics.
- Ability to explain complex regulations to staff and participants.
- 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.

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- At least three (3) to five (5) years or increasingly responsible program compliance expertise in affordable housing programs with knowledge of HUD regulations, Section 8/ HCV, LIHTC, and fair housing.
 - Strong organizational skills, attention to detail, and ability to manage multiple tasks.
 - Proficiency in Microsoft Office and housing software systems.
 - Excellent verbal and written communication skills, as well as problem-solving, outcome measurement, and analysis skills.
 - Ability to maintain confidentiality and handle sensitive matters with fairness, integrity, and ethics.
 - Mission-driven experience with a focus on serving the public.

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 including experience in compliance, auditing, housing program administration, or related field.
- **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), and 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

BENEFITS

In addition to your base wage, PCHA provides generous benefits which include but are not limited to the following:

- Annual retention, lump sum bonus of 4% of wages based on regular straight time compensation paid for hours worked in the year prior on your anniversary date.
- Holidays - 12 paid holidays immediately and two additional floating holidays after completion of your first year;
- 3% general cost of living annual increase on your anniversary date (through June 2026).
- Health insurance – 100% premium coverage for employee and entire family if Uniform Medical Plan (UMP) chosen; if another plan is chosen PCHA still pays 100% of employee premium and the UMP premium equivalent for family and then employee pays the difference.
- Personal time off includes vacation at the rate of 3.07 hours per pay period for regular full-time employees starting from first employment day as well as sick leave accruals at a rate of 4.0 hours per pay period, and increasing with longevity.

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- PCHA provides, at its own expense for each full-time employee, group term life insurance equal to the employee's annual base salary.
 - Participation in Washington State Department of Retirement Systems (DRS).
 - After the completion of your new hire probationary period of one year, should you elect to participate in the deferred compensation plan the Washington State Deferred Compensation Program, PCHA will match your contribution to a maximum of 6% of your base salary.

Please note, PCHA does not participate in Social Security, so no funds will be paid to that federal system by PCHA or yourself. However, all PCHA employees become part of the Washington State Public Employees Retirement System (PERS). In lieu of participating in Social Security, after one year you may elect to participate in the deferred compensation plan the Washington State Deferred Compensation Program, PCHA will match your contribution to a maximum of 6% of your base salary.

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 with SUBJECT Line of "Quality Control Coordinator– Your Last Name, Your First Name"
OR mail to:
Human Resources
11515 Canyon Rd E,
Puyallup, Washington 98373
- Questions may be addressed to:
Ney Calhoun, Human Resources Manager
humanresources@pchawa.org
253-620-5420
- **DUE DATE:** Open until filled.