

Job Opportunities at New York State Homes and Community Renewal

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Field Services & Owner/Agent Specialist – Section 8 PBCA & RRAP

Location: Syracuse (preferred)

New York State Homes and Community Renewal (HCR) fosters the creation and preservation of high-quality affordable housing, while working strategically to revitalize neighborhoods and communities throughout the Empire State. Under the leadership of Governor Kathy Hochul and Commissioner RuthAnne Visnauskas, **HCR** is a vibrant, innovative agency that integrates and leverages New York State's housing resources. We have offices in New York City, Albany, Buffalo and Syracuse, and employ a diverse workforce of professionals who are hard-working and committed to serving low- and moderate-income families. Our mission is far reaching, encompassing single and multifamily housing finance, home improvement, rent regulation, housing subsidies, and community development. We partner regularly with a variety of public and private stakeholders.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, architecture, finance, law, and many other areas of expertise. We seek to provide a workplace environment that is productive, flexible, accountable, ethical, and caring. Our employees are empowered to make a difference where they live and work. We offer competitive pay and a comprehensive benefits package, including paid leave, health, dental, vision, retirement, and family-friendly policies.

HCR's Section 8 team in the Office of Housing Preservation (OHP) administers federal and state rental assistance programs on behalf of very low income New Yorkers. HCR's Housing Trust Fund Corporation (HTFC) is currently under contract with the U.S. Dept. of Housing and Urban Development (HUD) to serve as the Section 8 Project Based Contract Administrator (PBCA) for federally-subsidized multifamily housing in New York. This contract includes oversight of over 100,000 apartments in nearly a thousand New York properties that receive federal Project Based Rental Assistance. A small group of HCR employees on the Section 8 team oversees the delivery of PBCA services on behalf of HTFC, working in partnership with a private sector contractor. Tasks include on-site compliance reviews; processing contract renewals and rent adjustments; and administration of roughly \$1.6 Billion annually in federal Housing Assistance Payments. In addition to the PBCA contract, HCR's Section 8 team also administers New York State's Rural Rental Assistance Program (RRAP) which provides state-funded rental assistance to nearly 5,000 apartments in properties in rural New York counties in

partnership with the U.S. Department of Agriculture's (USDA) Rural Development 515 program.

Position Summary: The Field Services & Owner/Agent Specialist position, working under the guidance and supervision of the Field Services Coordinator, will monitor properties for compliance while proactively engaging owners/agents with training, technical assistance and access to affordable housing resources. The ideal candidate will possess direct experience in managing properties receiving federal rental assistance, expertise in federal regulations related to HUD Section 8 multifamily and USDA programs, and a general understanding of grant and loan programs available for affordable housing.

Duties: Under the general direction of the Field Services Coordinator, the Field Services & Owner/Agent Specialist will:

1. Work collectively with the Section 8 team to deliver all tasks required to comply with HTFC's Annual Contributions Contract with HUD for federal Performance Based Contract Administration.
2. Work collectively with the Section 8 team to deliver all tasks required to administer housing assistance to properties participating in the State's Rural Rental Assistance Program in compliance with the state statute and aligning with federal USDA RD 515 requirements.
3. Remain current on any relevant federal rule changes related to HUD Multifamily Section 8, USDA RD 515 and any other relevant areas; participate in staff training.
4. Perform quality assurance testing as part of HTFC's oversight and monitoring of the Project Based Section 8 portfolio, including auditing results of Management and Occupancy Reviews performed by the contractor.
5. Assist the Field Services Coordinator in conducting the annual risk assessment of properties in the PBCA and RRAP portfolios; assemble and analyze data from multiple sources; coordinate with field staff to facilitate the collection of data related to property condition, ownership and regulatory compliance; utilize data to evaluate properties and identify risks; present and explain results to managers and executive staff as necessary.
6. Review call center data, Management and Occupancy Reviews, and other available data sources on a monthly basis to identify properties that may be underperforming, unresponsive, noncompliant, or otherwise at risk; proactively follow up with owners/agents on any larger issues and concerns identified in order to improve tenant outcomes; collaborate with HCR's Asset Management Unit to coordinate strategies for additional outreach, field monitoring, training and technical assistance, etc.
7. Technical assistance provider for property owners/agents; assist new property managers in learning federal regulations, following procedures, and accessing training resources.

8. Conduct additional compliance monitoring based on specific risks identified in the portfolio, including but not limited to lead paint regulations, over-housing, etc.
9. Collaborate with HCR's private sector partner to plan for and conduct large and small group trainings on selected topics.
10. Connect property owners/agents to available grant and loan program to preserve affordability and improve efficiency; Research and remain current on the rules and requirements, including but not limited to the federal Weatherization Assistance Program, the NYSERDA Multi-Family Performance Program, Local Utility programs, Low Income Housing Tax Credits, and other resources available through the State's Housing Plan.
11. Collaborate with HCR's Weatherization Team to deliver the P+ initiative, which leverages federal Weatherization assistance with HTFC investments to preserve and improve efficiency in New York's PBCA and RRAP properties; track projects participating in P+, recommend new projects based on the annual risk assessment, and update P+ policies and procedures.
12. Collect and analyze data as requested on federal and state dollars leveraged, energy savings, reductions in utility allowances, and other outcomes resulting from collaborations with WAP, NYSERDA, Multi-family, etc.; provide written analysis to the Field Services Coordinator.
13. Assist in researching any regulatory interpretation for any inquiries received from HUD Multifamily staff, HUD OIG, Congressional inquiries, other HCR programs and Legal department, owners, managing agents, and industry groups.
14. Fulfill HTFC's requirements for monthly and annual ad hoc reporting requirements for HUD as defined by HTFC's PBCA Annual Contributions Contract (ACC).
15. Assist with maintenance of PBCA and RRAP databases and financial systems/spreadsheets as well as housing/energy collaboration databases.
16. Other duties as assigned.

Minimum Qualifications and Desired Skills:

- Associates or Bachelor's degree
- A minimum of 5 years of experience working as a property manager or agent in a property that receives federal or state rental assistance (Section 8 PBRA experience preferred).
- Experience as a trainer or mentor.
- Proven communication and analytical skills; excellent attention to detail.

Instructions for Applicants:

Applicants must include a cover letter and resume for review. Resumes not accompanied by a cover letter will be deemed incomplete and will not be considered. Please use the cover letter as an opportunity to explain how your work experience relates to the position available and describe any specific skills you could bring to this office.

What we offer:

- Exciting opportunity to be part of New York's resurgence to greatness.
- Extensive benefits package including paid leave, excellent health, dental, vision and retirement benefits.
- Promotional opportunity for dedicated professionals.

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Applicants must include resume, cover letter, and writing sample.

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