



# Homes and Community Renewal

## *Job Opportunities at New York State Homes and Community Renewal*

*Build a career while building a better community. Rewarding careers in Public Service start here!*

### **Section 8 Statewide Representative – Quality Control**

Albany, NY

#### **Possible Hybrid Workplace Opportunity**

*A Civil Service exam is not required for this position. Candidates must meet the minimum qualifications outlined below to be considered.*

#### **Job Summary:**

New York State Homes and Community Renewal (“HCR”) provides federal Section 8 rental assistance to approximately 47,000 low-income families in 52 counties across New York through a network of 25 [Local Administrators \(LAs\)](#). HCR is currently implementing [Emphasys Elite](#) to manage federal Section 8 data. Section 8 is under the oversight of the U.S. Department of Housing and Urban Development (“HUD”).

Under the general direction of the Quality Assurance Manager, this position will conduct Section 8 Management Assessment Program (SEMAP) audits and perform other quality control and program administration duties on behalf of HCR’s Section 8 Housing Choice Voucher (“HCV”) program. The selected candidate will be responsible for monitoring, training, and providing technical assistance to local staff working at the LAs.

#### **Duties and Responsibilities include, but are not limited to:**

- Maintain knowledge of current practices for the Section 8 Management Assessment Program (“SEMAP”), HUD Regulation governing the HCV Program (24 CFR Part 982), and HCV policy outlined in HCR’s Administrative Plan.
- Responsible for generating approximately 500 relevant SEMAP reports from Emphasys Elite at the beginning of each fiscal year.
- Analyze and interpret various reports pertaining to HUD SEMAP and the 14 key performance indicators.
- Conduct 5-10 SEMAP reviews locally, either in person or on-line, to assess the performance of each Local Administrator (LA); conduct required file reviews and report results.
- Identify LAs that are at risk for non-compliance; Select samples from LAs for additional follow up quality assurance and control; conduct a sufficient number of file reviews to meet or exceed the QC goal for that year, as set by the Director.
- Track returned checks for Housing Assistance Payments and Utility Allowances; follow up with LAs and landlords to make corrections; reduce the number of returns.
- Supervise quality control for inspections; oversee the contract for the QC inspections contractor; select QC sites and follow up on results; summarize and report findings for statewide staff; identify areas of risk.



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- Collect and organize evidence of SEMAP performance from LA files, Emphasys Elite, and HUD secure systems to ensure accuracy of SEMAP reporting requirements.
- Conduct an analytical review of LA operations to identify programmatic errors, application of inappropriate administrative policies and procedures, cost or financial management errors, and data integrity problems.
- Randomly select files and other records for quality assurance monitoring, auditing, tracking, and reporting.
- Evaluate the quality of work. Develop a Quality Assurance Tracking Reporting System and written reports on compliance.
- Prepare accurate and timely quality control reports, including narrative and statistical information on review findings. Reports include careful analysis of the nature and reasons for findings and recommendations for corrective deficiencies.
- Collaborate with appropriate HCV Quality Control staff to analyze LA performance trends.
- Collaborate with appropriate HCV Quality Control staff for the revision and refinement of HCV Quality Control and SEMAP Guidebooks.
- Review monthly Income Discrepancy Reports, Multi-Subsidy Tenant Reports, and Identity Verification Reports using EIV. Conduct outreach to LA's to ensure that records in Emphasys Elite are updated in a timely manner, and verify corrections have been made.
- Draft reports and other correspondence as necessary.
- Assist with other voucher administrative duties as necessary.

This job description is not intended to be all inclusive and employee will be expected to perform other reasonably related duties as assigned.

#### **Minimum Qualifications**

- Bachelor's degree or equivalent experience
  - Substitutions: four years of specialized experience or associate's degree and two years of specialized experience may substitute for bachelor's degree; J.D. or master's degree may substitute for one year of specialized experience; Ph.D. may substitute for two years of specialized experience.
- At least two years of experience in case management for low-income populations.
- Proven written and oral communication skills.
- Travel may be required.
- Training/Experience in Section 8 Housing Choice Vouchers preferred.
- Selected candidate may be required to obtain additional training and certifications.



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#### **What we offer at NYSHCR:**

- Extensive benefits package including paid leave, including excellent health, dental, vision and [retirement benefits](#) with the New York State & Local Employees' Retirement System.
- Promotional opportunity for dedicated professionals
- Work life balance benefits including a 37.5 hour work week and paid time off benefits including, vacation, sick, personal days, and Federal Holidays
- Opportunity for compressed scheduling
- 12 weeks of Paid Parental Leave
- Paid Family Leave

#### **About New York State Homes and Community Renewal:**

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, construction, 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.

**[TO APPLY, CLICK HERE](#)**

**Applicants must include resume and cover letter**

New York State is an Equal Opportunity Employer  
(EOE)