



## BESSEMER HOUSING AUTHORITY

### Position Description – Quality Assurance Manager (June 01, 2021 – June 18, 2021)

<b>Position Title:</b> Quality Assurance Manager	<b>FLSA Status:</b> Exempt
<b>Reports To:</b> Deputy Executive Director	<b>Department/Level:</b> Central Office Cost Center
<b>Salary Grade:</b> 25	<b>Last Updated:</b> <b>February 17, 2020</b>

#### POSITION OVERVIEW

Manages data files by reviewing results from audit samples and computer reports to assure compliance with federal requirements and regulations. Receives and reviews allegations of fraud and program abuse. Investigates fraud by requesting information from respective agencies, to determine whether fraud has occurred and maintain written records of investigation and conclusions. Works with the Directors of Bessemer Housing Operations to achieve goals and prepare plans of action to achieve goals as needed.

#### DUTIES AND RESPONSIBILITIES

Conducts quality review and audit of client computer files and reports, etc., work on special projects as assigned, and provide information to supervisor.

1. Perform systematic review of internal audit files and data to determine compliance with established policies and procedures, federal rules and regulations pertaining to the Admissions and Continued Occupancy and Tenant Selection plans.
2. Review test of calculations for accuracy and determine whether appropriated resources were used.
3. Compare file data to information in computer system.
4. Generate computer reports to determine timeliness of staff actions.
5. Review test of files for presences of required documentation.
6. Review reporting data for accuracy of the number and nature of reported errors.

7. Conduct surveys of internal departments to elicit information regarding customer service provided by the QA Department.
8. Assist with special projects such as compiling special reviews, analysis, and reports.

Assist with conducting investigations to determine whether individuals have failed to provide accurate information to the Authority, to determine appropriate action based on investigation and associated files.

1. Interview complainants to determine whether a fraud investigation should be initiated.
2. Run data reports to compare income reported to other agencies and to the Authority.
3. Review information and determine whether fraud has occurred.
4. Prepare reports and documents associated with each investigation related to programs ran by the Authority.
5. Prepare periodic status reports for supervisor.

Work with the Directors of Bessemer Housing Operations to determine level(s) of performance in relation to goals and develop plans of action to achieve goals.

1. Analyze performance of property managers in relation to goals to determine whether corrective action is needed.
2. Assist with monitoring HUD – Multi-family (Section 8), Tax Credit updates, and notify staff of changes.
3. Assist with developing plans of actions, in conjunction with the Bessemer Housing Operations to meet or exceed goals.
4. Prepare reports as needed.
5. Review files submitted for informal reviews to ensure accuracy.

#### **REQUIRED KNOWLEDGE AND ABILITIES**

1. Knowledge of modern office practices, procedures, and equipment
2. Knowledge of HUD organizational regulations, policies, and procedures
3. Knowledge of Public Housing, Multi-family and Housing Choice Voucher program requirements
4. Knowledge of business English, spelling, math, and vocabulary to prepare reports, documents, and calculate overpayments
5. Knowledge of data collections, analysis methods, and related statistical methods

6. Knowledge of basic computer operations and data entry
7. Ability to understand and follow oral and written instructions
8. Ability to read, understand, and apply HUD organizational rules, policies, procedures, and instructions
9. Ability to operate basic office equipment including computer, fax machine, telephone, copy machine, etc.
10. Ability to establish and maintain effective working relationships with other employees
11. Ability to interact with the public, businesses, and other organizations in obtaining and providing information in a polite and efficient manner, both in person, and on the telephone
12. Ability to use sound judgement to make decisions in accordance with established decisions and guidelines
13. Ability to review files and reports to determine whether established procedures have been violated and to calculate any monetary errors
14. Ability to analyze data and information, prepare complex reports, graphics, charts, and spreadsheets, to summarize findings
15. Ability to use a computer to generate statistical and other reports
16. Ability to troubleshoot problems with computer systems and resolve, or call contractor(s) for assistance
17. Skilled in communicating with others
18. Skilled in securing and verifying information

## **MINIMUM QUALIFICATIONS**

Bachelor's Degree in Accounting, Business Administration, or related field, plus 2 years of experience in management, particularly internal audit or quality assurance, or an equivalent combination of education and experience. Experience in analyzing data and preparing variance reports preferred.

Other: Valid Driver's License  
Ability to be insured under the Authority's vehicle policy  
Ability to be covered under the Authority's fidelity bond  
Ability to travel, including overnight, when assigned

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities of this job classification. All incumbents may not perform all the job duties listed, and some incumbents may perform some duties which are not listed. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.