



QUALITY MANAGEMENT COORDINATOR

APPLICATION DEADLINE IS FRIDAY, MARCH 16, 2024 AT 11:59PM

Division: Compliance and Asset Management Division

Reports to: Quality Management (QM) Manager

Location: Nashville, TN

Full-time/Part-time: Full-time-Long Term Temporary

Salary Grade: K

Salary Range Minimum: \$3,958

FLSA Classification: Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change at any time due to changes in our business processes or other business-related reasons.

Position Summary: Responsible for performing quality-related reviews of certain specialized functions associated with THDA's contract with the U.S. Department of Housing and Urban Development (HUD) for the provision of Project-Based Contract Administration (PBCA) services and the provision of quality management responsibilities associated with THDA's Sub-Contractor performing PBCA responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Ensures adherence to and compliance under any and all regulations or guidelines that govern the PBCA program.
- Facilitates communications with the Sub-Contractor through a secure platform, telephone contact, email, and other means.
- Transfers files from THDA's ECM system and other data to Sub-Contractor.
- Performs QM reviews on electronic files, hard copy documents, and general work product to aid in the reduction of findings and disincentives in accordance with the PBCA Oversight Plan.
- Evaluates Sub-Contractor adherence to and compliance under any and all regulations or guidelines that govern the program.
- Maintains, tracks, and reports all QM reviews to management monthly.
- Updates regular status reports that track the performance of the Sub-Contractor.
- Participates in status update meetings with assigned Sub-Contractor point of contact.
- Assists in preparation of a monthly management report on contractor's performance identified during QM reviews and assists with facilitation of communications regarding troubled processes or procedures until issues are resolved.
- Monitors Sub-Contractor's work flow to assure timely and efficient completion of duties, including letters to owners, requests for funding, notifications of funding, execution of contracts, and voucher reconciliations.
- Provides input regarding contractors performance of IBPS tasks
- Assists with preparation of the QM Section quarterly and other reports as required.
- Creates and maintains appropriate documentation supporting work performed in position.
- Maintains up-to-date knowledge of all governing rules, regulations and guidelines.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or GED; relevant post-high school certification preferred.
- One year of experience in administering contract/regulatory agreements, financial auditing, or technical experience with HUD program administration.
- One year of direct experience in the performance of PBCA services, grant administration, or implementation of the housing choice voucher program is preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge and Abilities:

- Experience in or working knowledge of Housing and Urban Development programs; performance based contract or grant administration; or Section 8 rental or voucher programs is preferred.
- Ability to read and interpret policies and procedures and complex federal regulations.
- Ability to accurately perform mathematical calculations.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Maintains credibility through sincerity, honesty, and discretion.
- Builds and maintains positive relationships with internal and external customers.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Maintains a high level of integrity and confidentiality.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the Internet.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Statewide travel (10 to 20%).
- Current valid Tennessee driver's license.

BENEFITS: THDA offers an excellent benefits package: medical, dental, vision, and life insurance options; disability insurance; retirement plans; flexible benefit pre-tax accounts for medical, dependent care, transportation, and parking; annual leave and sick leave that begin accruing after the first month of employment; and 11 paid holidays per year. We also offer work-life balance opportunities through alternative work schedules, flexible schedules, and telecommuting.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER