

Title: Senior Voucher Analyst

Job Type: Non-Exempt Exempt

Division: Housing Management

Job Grade: 7

Reports to: Manager of Contract Administration

Job Purpose

The Senior Voucher Analyst (SVA) is responsible for the daily oversight of the voucher and special claims processing functions for all subsidy related programs. The SVA ensures that vouchers and special claims are processed in accordance with all HUD Section 8 rules and regulations, PHFA's Annual Contributions Contract (ACC) and PHFA's internal policies and procedures.

Essential Functions

- Ensure staff is processing assigned contracts in accordance with all appropriate HUD regulations, guidelines and policies, PHFA policies and procedures and ACC requirements.
- Train assigned staff to develop a working knowledge of all applicable systems and rules and regulations, including HUD Handbook 4350.3, Special Claims Processing Guide, and Monthly Activity Transmission (MAT) Guide.
- Assist assigned staff to resolve problems identified while processing the vouchers and special claims.
- Ensure all appropriate tracking logs and reports are maintained accurately and timely.
- Coordinate Security Awareness Training, Rules of Behavior submission and overall systems access.
- Utilize available reporting and systems to monitor work product of assigned staff.
- Ensure contact and other data is maintained and accurate in all applicable systems.
- Create the accounting file, verify data and update voucher figures to the Finance Department to facilitate monthly payments to the Owners/Agents.
- Monitor staff assignments and adjust as necessary.
- Coordinate portfolio changes in applicable systems, including monitoring the baseline process.
- Monitor TRACS error messages, voucher and tenant data submissions in TRACS and other HUD systems to ensure timely voucher payments.
- Review and respond to Special Claim appeals.
- Perform annual performance appraisals for assigned staff. Provide additional coaching where needed and address performance issues to improve productivity.
- Function as the Agency's liaison with Calypso, or other software provider, to resolve any issues relating to processing vouchers and special claims.
- Prepare mass mailings for Owners/Agents and TRACS Contacts informing them of HUD Notices, policy or format changes, and Agency procedural changes.
- Provide documentation and data in response to any audit or review requests and answer related questions.

- Review monthly, annual and other reports as requested by the Manager of Contract Administration.
- Provide requested monthly reports to subcontractor for scheduled Monthly Occupancy Reviews (MOR).
- Attend meetings with subcontractors, HUD and other organizations as requested by the Manager of Contract Administration.
- Complete any special assignments as requested by the Director of Housing Management and Manager of Contract Administration.

Job Requirements

- **Education:** College graduate with degree from accredited academic institution.
- **Experience:** Five years work experience in related field may be substituted.
- **Knowledge/ Skills:** Must be thoroughly knowledgeable of all applicable HUD regulations, policies and procedures and have earned the Assisted Housing Manager (AHM), or equivalent, certification.
- Must be proficient in Microsoft Windows and Microsoft Office Package. Experience with AS/400 is desired. Must possess the willingness to learn new systems.
- Ability to plan and organize work effectively, efficiently and independently. Must be detail oriented and have strong analytical skills.
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers.
- Must have a professional manner, project a positive image and work well with people.
- Must have the ability to recognize problem situations and provide solutions.
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service.
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Demonstrated ability to maintain the confidentiality of all information gathered on behalf of the Agency and/or its partners, which is not otherwise available to the general public.
- Willingness and ability to travel, including overnight travel.

Licenses/ Certifications:

Travel

- None
 Light
 Frequent
 Other:

Working Conditions

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.

- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Must be able to talk, listen and speak clearly on telephone.
- Must work at the Harrisburg, PA office during scheduled business hours. PHFA offers a hybrid work environment. Specific remote and in-office work schedules will be determined by the Manager of Contract Administration.

Physical Demands: Lifting/Carrying Walking Sitting Standing Other