

**POSITION DESCRIPTION**

**SUPERVISOR DIR, VOUCHER PROCESSING HUB, GS-1101-14**

SETID	HUD01	JOB CODE	HH0409	DATE	04/10/2007	OPM CERT #			
PAY PLAN	GS	SERIES	1101	GRADE	14	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	DIRECTOR, VOUCHER PROCESSING HUB								
SPVY LEVEL	Supv/Mgr	POSITION SENSITIVITY	NCrit Sens	LEO POSITION	N/A	MEDICAL CHECK REQ	No	BUS CODE	8888
FLSA	Exempt	PATCOB	Admin	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	Approp Fnd
CLASSIFIER	William S Fox								
CLASS STANDARD	GSSG								
DATE CLASSIFIED	04/10/2007								

**MAJOR DUTIES**

Director, Voucher Processing HUB, GS-1110-14

This position is located in the Office of Housing, Office of the DAS for Multifamily Housing Programs, Office of Housing Assistance and Contract Administration Oversight, Rental Assistance Quality Assurance Division. The position is primarily responsible for administering the voucher payment programs for the assigned geographical area. Has overall responsibility for the proper delivery of the programs of the Assistant Secretary for Housing-FHA Commissioner as they relate to the Hub. Has oversight responsibility for the management, administrative and technical direction of the Hub. Is held fully accountable for all aspects of the activities and functions assigned, for the efficient conduct of the operation and for the accomplishment of goals.

- Directs any supervisory staff and the professional, administrative, technical and clerical staff required for the production and management aspects of the Hub.
- Resolves issues and problems which hinder the effective operation of the Hub or of the quality of program accomplishment, including concerns regarding resources, conflicting policies and procedures, organizational deficiencies, etc. This may involve adjusting staff assignments, resource funding, etc. to meet the demands of the office.
- Responsible for overseeing the preparation and administration of all contracting functions within the Hub sufficient to ensure the prevention of waste or mismanagement of funds.
- Works with Headquarters to establish goals and objectives for the Hub.
- Assures that staff is aware of established goals and that short and long-range work plans and strategies have been developed to assure that such goals can be effectively met. Negotiates when necessary, adjustments in established goals based on resource availability, competing objectives, etc.
- Makes final decision whether or not to refer an organization, a client, or a member of the general public to the OIG for investigation or referral for prosecution based on fraud prevention analysis.
- Assures that the Hub is operating in accordance with current departmental policies, standards, and procedures and that objectives, deadlines and service requirements established by the Assistant Secretary for Housing are achieved. Establishes processing priorities and maintains quality control over all assigned functions and is responsible to the Division Director for the accuracy and timeliness of all decisions.
- Speaks for and represents the Hub and the Department in industry and public meetings in all matters relating to the Hub. The interpretation of policies, regulations, and major operating procedures for private and public groups, congressional representatives, etc., to further the purpose of the National Housing Act as it relates to the management of HUD programs, and the U. S. Housing Act of 1937, as amended. The maintenance of excellent public relations.
- Advises the Division Director and the DAS Multifamily Housing regarding voucher activities and related matters. Researches required procedures and techniques, recommending and implementing improvements or refinements in technique.
- Responsible for accurate, timely reporting of the Processing Hub's operations activities as required for the Assistant Secretary FHA-Commissioner, Deputy Assistant Secretary for the Office of Multifamily Housing Programs, and advising appropriate officials of trends or problems which are

## SUPERVISOR DIR, VOUCHER PROCESSING HUB, GS-1101-14

impacting on the Hub's ability to perform.

- Maintains liaison with appropriate Headquarters program offices to obtain technical advice and policy interpretation necessary for timely and quality processing of applications.

- Directs the personnel management activities of the Hub within the pre-scribed policies, procedures, rules and regulations including selection, assignments, performance ratings, promotions and meritorious awards. Solicits training needs for production and support staff personnel and makes provisions for such training at it relates to the various disciplines.

- Has oversight responsibility for timely adjustments in staff assignments, and travel funding within the Hub to meet changes in volume of work amongst production and support staff. These changes can require frequent adjustments, rescheduling and work reassignments. Manages efficient operations within the Hub eliminating waste and mismanagement of resources.

- Interprets policy regulations and major operating procedures to HUD-clients and contractors to further the aims of related HUD statutes relevant to the Department's programs and goals.

- Solicits input from the Union on matters involving Housing employees; including training, performance appraisals, promotions, awards, etc.

### Factor 1 - Program Scope and Effect

The purpose of the position is to achieve the goals and objectives of the Department as mandated by the Assistant Secretary for Housing-FHA Commissioner. The work contributes to providing a proper and affordable housing market. The Division Director oversees a Division performing technical, administrative and fraud prevention work. The work crosses office lines and covers several states.

It substantially impacts a large segment of the general public.

### Factor 2 - Organizational Setting

The incumbent reports to the Deputy Assistant Secretary for the Office of Housing. The incumbent receives only general direction and has full responsibility for the management and direction of the Office. Performance of the incumbent is reviewed for adherence to policies and regulations and the accomplishment of the goals and objectives for the Office.

### Factor 3 - Supervisory and Managerial Authority Exercised

The incumbent receives only general direction from the Division Director. Has full responsibility for the direction and management of Housing's program activities within the assigned geographical area of the Hub. Performance of the incumbent is reviewed for adherence to policies and regulations, and the determination as to accomplishments of the goals and objectives of the Assistant Secretary for Housing-FHA Commissioner.

The incumbent operates with a high degree of independence and is given latitude and flexibility in carrying out the duties and responsibilities and in resolving jurisdictional problems and issues.

### Factor 4 - Personal Contacts

#### Sub-factor 4A - Nature of Contacts

The incumbent's contacts cover a wide range of people at different levels. Contacts include Headquarters personnel, Hub staff, the Hub's clients such as housing owners, managing agents, site management, housing authorities, State housing officials and the general public. Contacts various agencies of the Federal, State and local Governments. Incumbent may also have contact with other HUD offices in directing inquiries or obtaining information.

#### Sub-factor 4B - Purpose of Contacts

Contacts are to respond to inquiries, problems and issues related to Housings programs, to provide guidance and or technical assistance to clients, or to gather information. Frequently, contacts are designed to settle controversial issues with individuals who may have different philosophies, perspectives and objectives are at variance with programmatic requirements.

### Factor 5 - Difficulty of Typical Work Directed

Duties classified at the GS-12 level constitute at least 25% of the basis non-supervisory work of the Office.

**SUPERVISOR DIR, VOUCHER PROCESSING HUB, GS-1101-14**

**Factor 6 - Other Conditions**

The incumbent makes recommendations and decisions on Section 8 programs and issues involving extremely complex economic and political factors. The incumbent makes recommendations on changes in the organizational structure and short and long range goals, objectives, resources and schedules to meet changes in programs, funding and legislation.

**JOB COMPETENCIES** (The full range of competencies for the occupational series is provided for information and development purposes; not every competency displayed is required at the individual position level.)

**EVALUATION STATEMENT**

1-3	550
2-2	250
3-3	775
4a-3	75
4b-3	100
5-8	1030
6-6	1325

Total 4105 = GS-14 (3605 - 4050)