Position Available
Quality Assurance TRACS Specialist
Regular, Full-time Position
Entry-level and Promotional Applicants
Drug testing is a required part of all post-offer physicals.

Entry Level Rate: $16.82 - $20 per hour depending on experience

To Apply: All applications and application materials must be submitted online by October 30, 2019.

Apply online at https://jobs.kcdc.org

Current employees only apply at https://vistalive.kcdc.org

RESPONSIBILITIES
Under general supervision, performs specialized technical and clerical work for supporting the housing department. The incumbent monitors, audits, and processes transactions to multiple tracking systems and governmental agencies including the KCDC database, Tenant Rental Assistance Certification System (TRACS) and Public and Indian Housing (PIC). This work requires regular contact with development staff for training, assistance with technical questions, requesting additional information and working together to resolve complex issues. Maintenance and/or creation of check and balance systems to track and resolve discrepancies, meet deadlines, and provide regular reporting is also required. Work is performed according to state tenant/landlord law, HUD rules and regulations, and KCDC policies and procedures. A considerable amount of independent judgment and initiative is used when deciding how best to respond to procedural questions.

MINIMUM REQUIREMENTS
Any current KCDC employees may apply. In order to get promotional preference, the employee must have completed the initial period of employment.

High School Diploma or GED and a minimum of two (2) years of experience providing administrative assistance in a housing compliance setting required. An equivalent combination of education and experience may be considered.

Must possess proficiency in the use of e-mail, calendar, word processing business software, and spreadsheets.

Must possess proficiency in general bookkeeping and commercial math.

Knowledge of Housing and Urban Development (HUD) regulations, in particular those pertaining to HUD’s TRACS and PIC systems preferred.

EXAMINATION
The examination will consist of skills testing, structured interview, references, and background checks.
KNOXVILLE’S COMMUNITY DEVELOPMENT CORPORATION
Classification Specification

Classification: Quality Assurance Specialist
Reports To: Quality Assurance Coordinator
FLSA Status: Non-Exempt
Skill Level: 4
Class Code: 400
Revision Date: February 8, 2018

SUMMARY

Under the supervision of the Quality Assurance Coordinator, the Quality Assurance Specialist monitors transactions and processes to ensure compliance with KCDC and HUD regulations. The incumbent prepares and submits required reporting in compliance with relevant regulations.

All activities must support Knoxville’s Community Development Corporation’s (“KCDC” or “Authority”) mission, strategic goals, and objectives.

SUPERVISORY RESPONSIBILITIES

The Quality Assurance Specialist is a non-supervisory classification.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Submits Multifamily TRACS (Tenant Rental Assistance Certification System) submissions through the IMAX (Integrated Multifamily Access Exchange). Submits MAT files. Identifies error(s) in MAT files, instructs field staff on how to correct the error and resubmits new certifications to TRACS. Submits TRACS Error Correction on MAT Files and Vouchers as required.
- Reviews IMAX site daily for TRACS errors, emails regarding HAP payments, and any alerts from HUD/TRACS. Reviews TRACS subsystems on a monthly basis.
- Prepares HAP (Housing Assistance Payments) for each KCDC property. Reviews HAP to ensure accuracy. Reviews and monitors each HAP record for repayment agreements and updates resident records as required.
- Submits SEMAP Audits and VMS monthly Audits as required.
- Submits PIC (Public & Indian Housing Information); sends PIC errors to field staff for corrections; submits PIC error corrections as required.
- Analyzes and verifies validity of technical data; assists in correcting and tracking 50058 submission errors. Submits 50058’s Electronically, maintaining required minimum 95% reporting rate.
- Enters and maintains the Debts Owed module in the HUD database for past tenants.
- Audits and evaluates LIPH, PBRA, and Section 8 tenant files for possible errors and/or noncompliance with HUD requirements and KCDC Policy and procedures, addressing file issues as appropriate.
- Reviews EIV (Enterprise Income Verification System) reports on a monthly and quarterly basis, submits errors on EIV reports to field staff for corrections.
- Submits required information to the SAVE, U.S. Citizenship and Immigration Services for verification of eligible immigration status to receive subsidy for housing programs. Maintains log for SAVE results.
- Provides compliance and regulatory information for field staff as required; provides staff support for new housing program and assists in determining staff training needs.
- Troubleshoots electronic system problems with software programs and submission databases; provides help desk for KCDC field staff for housing programs.
- Prepares reports for Regulatory and Compliance Department as required.
- Maintains paper and electronic files for housing programs; maintains and creates forms as needed.
- Assists KCDC staff with questions regarding detainers, writs, and court dockets.

Equal Opportunity Employer
• Provides Enterprise Income Verification (EIV) Safety and Security Awareness Training for staff annually. Assists in other training for LIPH, PBRA, and Section 8 employees.

• Provides customer service and assists the public and residents as needed.

• Provides KCDC staff with updated directory following employee changes in position and status.

• Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

• Knowledge of office management practices and procedures.

• Knowledge of modern office practices, procedures, and equipment.

• Skill in utilizing computer applications for offices.

• Ability to train employees on the use of software applications.

• Ability to make responsible and independent decisions in accordance with established policies and procedures.

• Ability to maintain administrative, fiscal, and general records and to prepare reports and answers questions from records.

• Ability to communicate effectively, both orally and in writing.

• Ability to establish and maintain effective working relationships with internal customers, external customers, residents, and the general public.

• Ability to compose routine correspondence and perform office management details without assistance.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Effective Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment and decision making in accordance with level of responsibility.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one’s own work and does fair share of work.

Teamwork: Employee balances team and individual responsibilities. Exhibits objectivity and openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; and supports everyone's efforts to succeed.

EDUCATION AND EXPERIENCE

High School Diploma or GED and a minimum of two (2) years providing administrative assistance in a housing compliance setting. An equivalent combination of education and experience may be considered.
CERTIFICATES, LICENSES, AND REGISTRATIONS

Must possess a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.