Position Open: October 7, 2026

Position Close: October 21, 2026

JOB ANNOUNCEMENT

Position: Housing Risk & Insurance Analyst

Salary : $74,557 - $85,081

On-Site Work

Housing Risk & Insurance Analyst

Metropolitan Development and Housing Agency (MDHA) | Nashville, TN

Protect residents. Safeguard assets. Strengthen affordable housing in Nashville.

Position Snapshot

Location: On-Site, Nashville, Tennessee

Salary: $74,557 - $85,081

Department: Compliance and Risk Management

Reports To: Director of Compliance and Risk Management

Why MDHA?

At MDHA, our work is about more than housing. It's about people, neighborhoods and the city we call home.

MDHA serves Nashville and Davidson County, housing approximately 30,000 people, primarily through nearly 8,000 Section 8 vouchers and more than 6,800 apartments at 39 properties. We are a housing authority, a community development agency and a redevelopment agency, with a budget of $215 million.

MDHA is an equal opportunity employer and is committed to creating an inclusive environment for all employees.

When you join MDHA, you become part of a team of more than 300 employees whose work has a direct impact on the people we serve and the communities we support.

Position Details

Coordinate insurance claims, analyze loss trends and advance risk mitigation across MDHA's affordable housing portfolio.

About the Role

The Housing Risk & Insurance Analyst supports MDHA's enterprise risk management program and serves as a primary resource for insurance and risk analytics. You will turn incident and claims data into reports and dashboards that guide leadership decisions and strengthen the agency's resilience.

The role also supports MDHA's HUD compliance work, including HAP and subsidy reviews, third-party managed site oversight and audit preparation.

What You'll Need to Bring

Minimum Qualifications

- Bachelor's degree in accounting, business, public administration, finance or a related field. An equivalent combination of education and relevant experience may be considered.
- Five or more years of experience in HUD housing programs, HAP reconciliation or a closely related field.
- Demonstrated experience with TRACS and HAP voucher processing.
- Strong written and verbal communication skills, including the ability to explain complex regulatory issues clearly.
- High accuracy, attention to detail and follow-through, with excellent organizational and documentation skills.

Preferred Experience

- Multi-family housing compliance experience.
- Knowledge of PBRA, Housing Choice Voucher/Section 8, LIHTC, HOME and RAD.
- Public sector or quasi-governmental experience, particularly in affordable or public housing.
- Professional certification, or progress toward one, in risk management, insurance or a related field (such as ARM, CPCU or CRM).
- Experience with Yardi or a similar property management or incident tracking system.
- Experience building dashboards, KPIs or analytical summaries in Microsoft Power BI or a comparable tool.

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What You'll Do

Manage Insurance Claims

- Coordinate claims from first report through final resolution, working with carriers, brokers, adjusters, TPAs, contractors and legal counsel.
- Monitor claim status, reserves, settlements and payments, and escalate anomalies.
- Work with Finance to reconcile recoveries and resolve payment discrepancies.
- Support FEMA, disaster recovery and grant reimbursement documentation and reporting as needed.

Analyze Risk and Prevent Losses

- Study trends in property damage, resident incidents, claims, security events and emergencies across MDHA communities.
- Partner with Property Management, Maintenance and other departments to put practical loss prevention measures in place.
- Contribute to risk assessments for new developments, capital projects and major operational changes.
- Work with the Security Coordinator and Assistant Security Coordinator to monitor security-related incidents and document the resulting damage and liability exposure.

Research and Improve

- Benchmark risk, insurance, safety and operational practices against other housing authorities, governmental agencies, insurers and industry groups.
- Track HUD guidance, regulations, carrier recommendations and emerging technology that affect affordable housing risk and insurance.
- Recommend improvements in operations, emergency preparedness and business continuity.

Review HAP and Subsidy Integrity

- Monitor repayment agreements for regulatory and policy compliance.
- Calculate tenant refunds and retroactive charges resulting from corrections.
- Track overpayments and underpayments to HUD and coordinate resolution with Finance.
- Conduct HAP, occupancy and subsidy reviews for third-party managed sites that submit vouchers directly to HUD, and follow up with site managers to resolve discrepancies.
- Support Senior and Lead Compliance Managers in formal third-party audits and monitoring.

Support Audits, Reporting and Procedures

- Provide reconciliation documentation, data extracts and corrective action evidence for HUD audits, Management and Occupancy Reviews (MORs) and internal audits.

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- Build and maintain tracking tools and dashboards covering claim aging, recovery rates, loss drivers and other key performance indicators.
- Work with the Management Analyst and IT/Systems staff on reporting tools, data quality and system improvements.
- Help develop and update SOPs for HAP, occupancy and reconciliation workstreams.

Who You'll Work With

- Director of Compliance and Risk Management
- Security Coordinator and Assistant Security Coordinator
- Property Management and Maintenance staff
- Finance, the Management Analyst and IT/Systems staff
- Senior and Lead Compliance Managers
- Third-party site managers
- Insurance carriers, brokers, adjusters, TPAs, contractors and legal counsel

Work Environment

This is an on-site position. With or without reasonable accommodation, the work requires the ability to sit, stand and walk; dexterity of the hands; clarity of vision, speech and hearing; and the power of observation.

Join MDHA

If you're a detail-driven analyst who wants to protect residents and strengthen affordable housing through public service, apply today at www.Nashville-MDHA.org.

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THE METROPOLITAN DEVELOPMENT AND HOUSING AGENCY IS AN EQUAL OPPORTUNITY EMPLOYER AND HIRES REGARDLESS OF RACE, COLOR, NATIONAL ORIGIN, SEX, SEXUAL ORIENTATION, GENDER IDENTITY, AGE, RELIGION, AND DISABILITY, GENETIC INFORMATION, OR ANY OTHER LEGALLY PROTECTED STATUS.

Apply at www.Nashville-MDHA.org. Upon reviewing all applications submitted for job openings, the Human Resources Office will notify those applicants who are selected for personal interviews. Applicants selected for a position must successfully pass a pre-hire physical examination and drug screen to be hired. MDHA is certified by the State of Tennessee as a Drug-Free Workplace

Metropolitan Development and Housing Agency

701 South Sixth St.

Nashville, Tennessee 37206

www.Nashville-MDHA.org

TDD#252-8599

To request reasonable accommodation or assistance with language interpretation, please

Call 615-252-8550

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