



**PULASKI
COUNTY**

PULASKI COUNTY

invites applications from current County Employees and the
General Public for the position of:

**DIRECTOR OF EMERGENCY
RENTAL ASSISTANCE
PROGRAM**

Department:

Starting Salary Range:

Position Number:

FLSA Status:

Non-Exempt position, eligible for overtime

Safety Sensitive Designation:

This position is not designated as safety sensitive and is not subject to random drug and alcohol screening.

Opening Date:

4/22/21

Closing Date:

5/5/21 at 5:00 PM

JOB SUMMARY:

Responsible for providing management and leadership required to support the daily operations of the US Treasury Emergency Rental Assistance (ERA) program ensuring effective performance and regulatory compliance; addresses all issues and concerns related to the provision of affordable housing for homeless Pulaski County citizens and ensures the delivery of excellent customer service.

ESSENTIAL JOB FUNCTIONS:

- Researches available grants, options, and objectives aimed at enhancing, enlarging, or redirecting the housing programs within Pulaski County; makes recommendations to Department Director.
- Oversees operations of housing programs including intake, wait list management, wait list selection, eligibility determination, voucher assistance, leasing, case management, inspections, and compliance of Housing Quality Standards (HQS), landlord relations, and efforts to improve quality and quantity of housing stock available to qualified citizens.
- Oversees the advertisement for the local newspaper, radio, television, and social media to seek participation in the various housing programs administered by Pulaski County.
- Ensures housing assistance requirements, responsibilities, and procedures are explained to tenants and landlords.
- Reviews housing application paperwork submitted by staff including contract leases, rent reasonableness and other pertinent documents to ensure regulations are met and appropriate documentation has been submitted; ensures applications are processed in a timely manner.
- Ensures the complaints from tenants or landlords concerning the rental agreements are investigated and timely responses are submitted to the landlord, tenant, or outside agency accordingly.
- Ensures the conducting of initial and re-examination housing inspections for compliance of rental units with Federal policy standards; makes recommendations for program denial for noncompliance.
- Conducts follow up inspections performed by housing inspector for the Shelter Plus Care rental units to ensure compliance with housing quality standards; conducts 5% of the housing inspections each month.
- Ensures the development and coordination of the agency’s Emergency Rental Assistance program as it relates to the Pulaski County Housing Agency (PCHA) Administrative Plan.
- Oversees the development, monitoring, ongoing analysis, and administration of the budget for the ERA; provides recommendations for additional funds needed for staffing, equipment, materials, and supplies.
- Develops internal processes and process controls, and ensures program compliance with agency and department objectives, federal, state, and local statutes, rules, regulations, policies, procedures, and other guidelines; takes appropriate action to improve efficiency and effectiveness.

- Reviews all Emergency Rental Assistance housing files including contracts, leases, rent reasonableness, and other pertinent data to ensure compliance with HUD federal regulations; ensures the efficient maintenance of housing assistance logs and other records.
- Responds to complex and difficult inquiries for information; provides information and resolves service issues or complaints; represents the department with other departments, outside agencies, organizations, and the public.
- Maintains effective relationships with realty companies, apartment complexes, landlords, and other organizations to maximize program efficiency.
- Participates and represents the department in meetings with local government and related groups as needed; attends meetings, conferences, and workshops to maintain current knowledge of application programs; keeps abreast of new and revised federal housing regulations and guidelines and recommends actions for improvement or correction of operating deficiencies.
- Coordinates with the Family Self Sufficiency Program (FSS) to facilitate the independence of ERA program participants and activity reports are prepared.
- Facilitates the conducting of informal hearings/reviews on terminations, denials, and fraud cases for the Emergency Rental Assistance program if any arise.
- Conducts landlord briefing sessions to provide information regarding the Emergency Rental Assistance Program rules, regulations, and agency policies.
- Conducts housing briefing sessions for applicants to provide information regarding the Emergency Rental Assistance Program rules, regulations, and agency policies.
- Reviews and approves the weekly and/or monthly housing assistance payments; ensures payments are submitted to landlords and clients as appropriate in a timely manner.
- Oversees maintenance of housing assistance logs and other housing records; ensures all appropriate financial and program status reports are prepared and distributed in a timely manner.
- Supervises Emergency Rental Assistance housing staff; schedules and monitors work assignments and conducts performance appraisals; maintains time and attendance records.
- Coordinates software updates with vendor, Information Systems, and departmental staff.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Prepares landlord’s claim forms for submission to HUD requesting payment for damage claims.
- Trains Housing Staff and ensures cross – training of assigned staff.
- Ensures the housing waiting list is purged as required per agency administrative plan.
- Represents Pulaski County in statewide, regional and community processes to plan, develop, fund, and coordinate programs and resources related to homelessness and housing.
- Performs other related duties as requested.

PERSONNEL SUPERVISED:

Provides direct supervision to all Emergency Rental Assistance staff including four Program Administrators, two Grants Specialist, three Housing Inspectors, one Administrative Support Technician, and any temporary staff assigned.

PHYSICAL REQUIREMENTS:

Ability to effectively communicate orally in person and by telephone to individuals and groups.

Ability to operate a motor vehicle.

Ability to stoop or crawl to inspect below a housing unit.

Digital dexterity necessary to operate electrical power test equipment and office equipment including computer keyboard.

***Please Note:** Applications will not be accepted after the close date. A selection will not be made until the close date and the selecting official has received all applications.*

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Visual acuity necessary for use of the computer monitor and detect housing violations in field.
Ability to climb stairs or ladder as necessary to inspect housing unit.

WORKING CONDITIONS:

Work is performed primarily in a smoking restricted office environment with occasional duties required outside the office at various home and job sites and meetings at outside agencies.

MINIMUM QUALIFICATIONS:

Completion of a Bachelor's Degree in Psychology, Social Work, Sociology, Public Administration, or a related field; considerable work experience in the administration of Social Service Programs, Public Administration, or a related area including experience with computerized accounting and record keeping systems; or any equivalent combination of experience and training which provides the required skills, knowledge and abilities.

ADDITIONAL REQUIREMENTS:

Must be able to obtain Federal Housing Inspector Certification within 6 months of employment.
Must possess or be able to immediately obtain a valid Arkansas Driver's license.
Employment is contingent upon successful completion of a criminal background and sexual offender check.

PREFERENCES:

None

APPLICATION REQUIREMENTS:

Applications must be filed online at www.pulaskicounty.net.

ACCESSIBILITY NOTICE: If you need a reasonable accommodation for any part of the employment process due to a physical or mental disability, please send an email to humanresources@pulaskicounty.net or call (501) 340-6110.

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