



# CUMBERLAND HOUSING GROUP

## JOB DESCRIPTION

<b>Position Title:</b> Compliance Coordinator Executive Assistant	<b>Salary Grade:</b> 8 (starting)
<b>Department:</b> Administrative Services	<b>FSLA Status:</b> Non-Exempt
<b>Reports To:</b> Department Director	<b>Last Reviewed:</b> 10/1/2021

### General Description of Position

This position will report to and perform tasks at the direction of the CEO and the Administrative Services Department Director. While the position is classified in the Administrative Services Department, the employee will perform functions relating to all departments. The position is mainly that of a Compliance Coordinator but will also be tasked with special projects that fall outside of the routine tasks of other positions therefore serving as an assistant. The position is mainly an administrative type position and will receive training on basic office and field operations procedures including, but not limited to, inspection software, physical inspections, contract operations, maintaining accurate computer and manual records for daily activities.

This position is responsible for performing a variety of tasks to assure that Cumberland Housing Group properties are being maintained in a safe, clean, and well-maintained condition and that all physical and administrative operations are conducted in compliance with government regulations. The position also is responsible for identifying and providing safety measures to ensure a safe working environment for all employees. The position will monitor several aspects of federal construction projects involving new and existing housing, community facilities, and infrastructure. In coordination with the Department Directors, the position will work with elected officials, community groups, and civic organizations to develop plans and facilities and gain support of the agency mission.

### Position Duties and Responsibilities

#### General

- Will answer the telephone and route callers to the proper individual or department.
- Daily use of modern office practices, procedures, and office equipment.
- Extensive use of the computer including Microsoft Word, Excel, Outlook, Housing Software and use of the internet.
- Must quickly and accurately comprehend written and oral instructions.
- Performs technical communications, both orally and in writing.

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- Will meet, deal tactfully and courteously with the public, tenants, contractors, etc.
- Make every effort to assist residents and guests with problems and or questions regarding their residence in a Cumberland Housing Group community. Attempts to solve problems directly with the tenant. Refers unresolved problems to the appropriate Department Director.
- Establish and maintain effective working relationships with all employees.
- Prepare various letters, notifications, reports, graphs and documents.
- Perform extensive record keeping, filling and information searches.
- Maintains accurate information in all reports and reviews supporting documentation pertaining to subject area.

### **Property Management Services**

- Maintain familiarity with the Residential Lease, Rules and Regulations, Policies, Procedures, Barring List, Approved Pet File, and other related information of the Cumberland Housing Group.
- Ensures that all tenants comply with the lease terms by investigating possible violations, assessing the situation and presenting to the Department Director.
- Perform inspections of community areas where functions and activities are being conducted to ensure that policies are being followed.
- Will assist with the relocation activities of residents during RAD conversions including the consultations with the residents, transferring utilities, the moving process, counseling etc.

### **Maintenance Services**

- Perform a periodic foot patrol of Cumberland Housing Group properties to assess any needed maintenance work items, security or safety conditions.
- Performs the following inspections of assigned development(s):
  - Inspections of all building exteriors, interior and exterior common areas, grounds, vehicles and other required areas on a scheduled basis;
  - Quality Assurance Inspection of unit turnovers prior to new move-in's
  - Resident Move in and Move Out inspections; and
  - HUD, contractor, or other types of inspections as assigned.
- Record inspection information and create work orders from the various reports.
- Assists in management of contract documents and construction files including, but not limited to, Construction Site Inspections, Photographing ongoing projects, etc.

*Job Description: Compliance Coordinator*

- Responsible for the monitoring and reporting of HUD Section 3, Minority Business Enterprise (MBE) Labor Enforcement and Davis-Bacon Wage Rate activities for compliance and participatory benchmarks.
- Have or acquire a good knowledge of federal, state, and city housing laws, codes, ordinances as well as Cumberland Housing Group regulations related to the operation of affordable housing.
- Knowledge of Federal and State OSHA safety regulations, occupational hazards, and personnel safety procedures with the ability to conduct training classes.
- Periodically review agency forms and policies for compliance and or needed improvements and implement needed changes.
- Review agency operations to ensure compliance with Fair Housing regulations and oversee needed changes and staff training.
- Receive, verify and approve Reasonable Accommodations requests by program participants.
- Monitor and assure that required public postings are posted and current at each development.

### **Administrative Services**

- Investigate, document and provide reporting on all Liability and Workers Compensation insurance claims.
- Responsible for the care and accountability of any equipment issued or used.
- Escort third party personnel as needed at various housing locations as directed by a Department Director.
- Will be assigned special projects from time to time related to the overall mission of the Cumberland Housing Group.
- Performs all other duties as assigned by the Chief Executive Officer.

### **Work Environment**

- The position incumbent works in both an office and outside environment to perform job functions.
- Physical: Work is performed inside and outside of the developments owned by the Cumberland Housing Group. Essential functions require maintaining physical condition necessary for data entry, sitting, standing and walking for prolonged periods of time.

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- **Mental:** The incumbent must be capable of working closely and cooperatively with other people, both within and outside the organization and of varying degrees of mental competency.
- **Environmental:** Work is performed in a climate-controlled office environment as well as inside and outside of the Cumberland Housing Group developments. Employee is exposed to various weather conditions and to possible disruptive residents and non-residents.
- Work will require routine local and rare out of area travel to attend education, meetings, conferences, and seminars.
- Work will require interaction with a variety of officials including funders, investors, design professionals, legal, marketing, government, and business representatives.

### **Required Qualifications for the Position**

- Must be a high school graduate or have a GED. Associate Degree or higher in a related field is preferred.
- Must have valid vehicle operator's license with a driving record acceptable to the Cumberland Housing Group's insurance carrier (or you may be required to use your own vehicle for work purposes with no reimbursement).
- Experience in affordable housing management, property inspection, or related field is desired.
- Experience in Risk Management, Human Resources, or other technical monitoring position is required.
- Will be required to submit to employment screening which may include an FBI fingerprint record.
- Must participate in random employment drug and alcohol screenings.
- Must possess the proper attitude toward the elderly and low-income families and an understanding of how to deal with difficult people.
- Must have the ability to maintain a polite and effective working relationship with the general public.
- Strong computer operation skills and knowledge of the Microsoft Outlook, Word, Excel software, use of the Internet and email.
- Must be physically qualified to perform duties of position.

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- Must successfully obtain Fair Housing training, and other training relevant to performing the duties of the position (within 6 months of acceptance of position unless otherwise extended by the CEO).
- Good knowledge of modern office practices, procedures, record keeping and use of office machines.
- Ability to work in a fast-paced, team oriented, deadline driven, results-based environment and to accurately complete complex tasks in a timely manner.
- Ability to solve problems independently and carry out verbal and written instructions.

Nothing contained in this Job Description or in any other materials or information distributed by the Cumberland Housing Group creates a contract of employment between an employee and the Cumberland Housing Group. Employment is on an at-will basis. This means that employees are free to resign their employment at any time, for any reason, and the Cumberland Housing Group retains that same right. No statements to the contrary, written or oral made either before or during an individual's employment can change this. No individual supervisor, manager or officer can make a contrary agreement.

I have read and understand the duties and requirements of this position. I agree to perform according to this Job Description.

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Employee Signature

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Date Signed