



Coordinator for the Division of Tenant Resources

About the Agency:

The New York City Department of Housing Preservation and Development (HPD) is the nation's largest municipal housing preservation and development agency. Its mission is to promote quality housing and diverse, thriving neighborhoods for New Yorkers through loan and development programs for new affordable housing, preservation of the affordability of the existing housing stock, enforcement of housing quality standards, and educational programs for tenants and building owners. HPD is tasked with fulfilling Mayor de Blasio's Housing New York Plan which was recently expanded and accelerated through Housing New York 2.0 to complete the initial goal of 200,000 homes two years ahead of schedule by 2022 and achieve an additional 100,000 homes over the following four years, for a total of 300,000 homes by 2026.

Your Team:

The Division Tenant Resources HPD's Division of Tenant Resources (DTR) is responsible for the administration of rental subsidy programs, which consists of the Regular and Enhanced Section 8 Program also known as Housing Choice Voucher (HCV), Project Based Voucher (PVB), Moderate Rehab Section 8, Moderate Rehab Single Room Occupancy (SRO), Continuum of Care (CoC)-Shelter Plus Care (SPC) and other housing subsidies. Through these programs, HPD serves approximately 40,000 households in all five boroughs. Over 9,000 landlords currently participate in our programs. DTR is responsible for initial application screening, confirming eligibility requirements, vouchering process, and tenant briefings. As well as monitoring tenant and landlord compliance of their obligations under each program. DTR is also responsible for processing annual and interim recertification's to update family income, asset and family composition and recalculate the subsidies, tenant moves and transfers, approved rent increases, Housing Assistance Payment (HAP) abatements and reinstatements to enforce Housing Quality Standard (HQS) inspection results and tenant reported changes.

Your Impact:

Coordinators in the Division of Tenant Resources report directly to the Director or the Deputy Director of the Program. Coordinators in the Division of Tenant resources plan, implement, coordinate, monitor and/or evaluate program and events which provide important and instrumental services to Section 8 participants in the communities served. Additionally, they supervise and coordinate the work of a team in a unit, run reports to monitor and track productivity and efficiency of the team, meet with landlords, tenants, management firms, and related parties. DTR Coordinators work closely with the Unit's Project Managers, team Leaders and case managers to complete special projects and assignments, communicate with public and other entities to relay section 8 policies and regulations as needed. Coordinators must obtain and process client information and transactions in compliance with Federal HUD Rules and Regulations.

Your Role:

- Be able to work independently and manage own workload.
- Train, manage and ensure that staff is working within federal regulatory and local policy guidelines.
- Responsible for public communication, ensuring that accurate information is relayed to landlords, tenants, and public as well as community leaders and other governmental entities.
- Supervise staff, approve timesheets, perform periodic performance appraisals, provide ongoing feedback as review, and approve disciplinary actions against staff in accordance with HPD's established policies and procedures.
- Respond to inquiries; and working with the senior management team to implement and maintain best practice operations
- Review various types of financial documents.
- Attend meetings, conferences and trainings as required. May represent the Division at community events and workshops.
- Have full understanding of the various steps of the Section 8 programs' tasks including, but not limited to: application screenings, eligibility determinations, preparation of Housing Assistance Payment (HAP) contracts, client briefings, rent calculations, filed preparation, annual and interim reexaminations, client transfers, data entry of required information into data systems.
- Work on special projects and initiatives as determined by management.
- May be required to work evenings and weekends.

Preferred skills

- Excellent communication skills (both written and oral)
 - Computer knowledge (Word, Excel, and Access)
 - Strong analytical and interpersonal Skill
 - Strong organizational Skills
 - Knowledge of rental subsidies or Section 8 subsidy preferred
 - Bilingual a plus
 - A NYS Driver's License is preferred
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How to Apply:

Please go online and apply at www.nyc.gov/careers . Search for **JOB ID# 515172**

City Employees: Apply through the Employee Self Service portal (ESS) at www.nyc.gov/ess. Search for **JOB ID# 515172**

Salary range for this position is: \$54,100 - \$62,215

NOTE: Only those candidates under consideration will be contacted.

NYC residency **required**