

# Business Analyst for the Division of Tenant Resources

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## About the Agency:

The NYC Department Housing Preservation & Development (HPD) promotes quality and affordability in the city's housing, and diversity and strength in the city's neighborhoods because every New Yorker deserves a safe, affordable place to live in a neighborhood they love.

- We maintain building and resident safety and health
- We create opportunities for New Yorkers through housing affordability
- We engage New Yorkers to build and sustain neighborhood strength and diversity.

HPD is entrusted with fulfilling these objectives through the goals and strategies of Housing Our Neighbors: A Blueprint for Housing and Homelessness, Mayor Adams' comprehensive housing framework. To support this important work, the administration has committed \$5 billion in new capital funding, bringing the 10-year planned investment in housing to \$22 billion—the largest in the city's history. This investment, coupled with a commitment to reduce administrative and regulatory barriers, is a multi-pronged strategy to tackle New York City's complex housing crisis, by addressing homelessness and housing instability, promoting economic stability and mobility, increasing homeownership opportunities, improving health and safety, and increasing opportunities for equitable growth

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## Your Team:

HPD's rental subsidies, including Section 8 or Housing Choice Voucher (HCV) program, provide Federal funding to eligible low-income families for rental assistance toward decent, safe, and affordable housing in a neighborhood of their choice. Families pay approximately 30% of their income toward rent, and the NYC Department of Housing Preservation and Development (HPD) pays the difference, directly to the owner. The unit must have a rent that is determined reasonable and affordable by HPD and must meet federal Housing Quality Standards (HQS) to be approved. At HPD, the program is administered by the Division of Tenant Resources (DTR).

## Your Impact:

HPD's Division of Tenant Resources (DTR) is responsible for the administration of rental subsidy programs that include Housing Choice Voucher (HCV), Project Based Voucher (PBV), Moderate Rehab Section 8, Moderate Rehab Single Room Occupancy (SRO), and Continuum of Care (CoC)-Shelter Plus Care (SPC). Through these programs, HPD serves approximately 40,000 households and 9,000 landlords in all five boroughs. DTR is responsible for initial application screening; confirming eligibility requirements; briefing applicants; and issuing vouchers. DTR also monitors tenant and landlord compliance of their obligations under each program and continues to administer the subsidies throughout their participation. These continued activities include processing annual and interim recertifications to update family income/assets, household composition, and rent amounts; tenant moves and transfers; approved rent increases; and Housing Assistance Payment (HAP) abatements and reinstatements to enforce Housing Quality Standard (HQS) inspection results and tenant reported changes.

## Your Role:

Under the supervision of the Director of Program Strategy and Analytics, and within the portfolio of the Chief of Staff, the selected candidate will be responsible for coordinating projects and using data to assist in the implementation of technology changes to transform DTR. This position will work with HPD Tech and DTR Vendors to implement and manage technology for DTR.

## **Your Responsibilities:**

The Division of Tenant Resources is seeking one Business Analyst to assist this transformation by:

- Managing, troubleshooting, and participating in technology projects that transform DTR business processes including Applications, Lease up, Recertifications, Portfolio management, Housing Quality Standards and Enforcement, Waitlists, and Family Self Sufficiency.
- Coordinate with senior management and stakeholders to develop new business workflows.
- Coordinate meetings, track issues and project statuses, and follow up with stakeholders.
- Producing reports that effectively communicate data related to rental assistance programs
- Ensuring that DTR operates in accordance with HUD regulations
- Using quantitative data and qualitative procedures to evaluate and assess program operations; offering recommendations of how to improve operations.
- Collaborating with other team members to identify, plan, and implement procedures that are easy to understand.
- At the discretion of the Director, work on special projects and assignments.

## **Qualifications:**

- Strong analytical and detail-oriented aptitude; a high degree of accuracy is required.
- Coordinate meetings, track projects and statuses, and conduct presentations for senior management.
- Excellent written and verbal communication, and organizational skills.
- Proven ability to problem solve
- Ability to transform complex regulations and information into simple procedures.
- Ability to manage time effectively, set priorities, and meet deadlines.
- Must be able to work effectively with minimal supervision.
- Ability to learn and adapt to change.

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## **How to Apply:**

Please go online and apply at <http://www.nyc.gov/careers> . Search for **JOB ID# 580827**

City Employees: Apply through the Employee Self Service portal (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess). Search for **JOB ID# 580827**

**Salary range for this position is: \$60,000 - \$70,000**

**NOTE:** Only those candidates under consideration will be contacted.

**NYC residency required**