

## HCV Quality Control Specialist

DuPage Housing Authority  
Wheaton, IL  
[careers@dupagehousing.org](mailto:careers@dupagehousing.org)  
Full-time  
FLSA: Nonexempt

### Position Summary:

Under The HCV Quality Control Analyst is responsible for ensuring the accuracy, completeness, and compliance of the DuPage Housing Authority's Housing Choice Voucher (HCV) program activities and documentation. This position plays a critical role in maintaining program integrity, adherence to HUD regulations, and the delivery of high-quality services to program participants and landlords. The Analyst will conduct regular reviews, identify areas for improvement, and contribute to the development and implementation of policies and procedures to enhance program efficiency and effectiveness.

### Supervision Received and Exercised:

Operates under the direct general supervision of a supervisor; the Quality Control Specialist exercises no supervision over other employees.

### Essential Duties and Responsibilities:

- Conduct comprehensive quality control reviews of participant files, landlord agreements, payment records, and other HCV program documentation to ensure compliance with HUD regulations, DHA policies, and standard operating procedures.
- Analyze data and identify trends, patterns, and potential areas of non-compliance or error within the HCV program.
- Prepare detailed reports summarizing audit findings, outlining identified deficiencies, and recommending corrective actions.
- Track and monitor the implementation of corrective actions to ensure timely and effective resolution of identified issues.
- Provide technical assistance and guidance to HCV program staff on matters related to documentation, compliance, and quality control.
- Participate in internal and external audits and reviews, providing necessary documentation and support.
- Maintain a thorough understanding of current HUD regulations, notices, and best practices related to the HCV program.
- Collaborate with other HCV program staff and departments to ensure consistent application of policies and procedures.
- Assist in the development and delivery of training to HCV staff on quality control processes and compliance requirements.
- Maintain accurate and organized records of all quality control activities and findings.
- Provide customer service to clients needing technical assistance.
- Perform other duties as assigned by the Operations Manager and other Leadership Staff.

### **Qualifications:**

- Associate's degree in a related field (e.g., Business Administration, Public Administration, Social Services) is required. Bachelor's degree preferred.
- 2-3 years of IT (Information Technology) experience, or the equivalent combination of education and related work experience.
- Thorough understanding of HUD regulations governing the Housing Choice Voucher program (24 CFR Part 982).
- Strong attention to detail and excellent organizational skills.
- Excellent written and verbal communication skills, including the ability to prepare clear and concise reports.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Ability to work independently and as part of a team.
- Strong problem-solving and analytical skills.
- Ability to maintain confidentiality and handle sensitive information with discretion.

### **Preferred Qualifications:**

- Experience with housing management software systems (e.g., Yardi, RentCafe).
- Knowledge of local housing market and community resources.
- Certification in a related area (e.g., Certified Occupancy Specialist - COS, Housing Choice Voucher Specialist).

### **Skills and Abilities:**

- Analytical Skills: Ability to analyze data, identify trends, and draw logical conclusions.
- Attention to Detail: Thoroughness and accuracy in reviewing documents and data.
- Communication Skills: Effective written and verbal communication with staff, participants, and external partners.
- Organizational Skills: Ability to manage multiple tasks, prioritize work, and maintain organized records.
- Problem-Solving Skills: Ability to identify and resolve issues related to program compliance and quality.
- Technical Skills: Proficiency in using computer software and databases.
- Knowledge of Regulations: Comprehensive understanding of HUD regulations and DHA policies related to the HCV program.
- Interpersonal Skills: Ability to work effectively with diverse individuals and teams.

### **Pay Range:**

\$25.64 to \$28.21 per hour

### **Benefits:**

Medical, Dental, Vision, Life Insurance, 401(a) & 457(b) Retirement Plans

DuPage Housing Authority is an Equal opportunity Employer (EOE).