



*Our Door is
the Path to Your
Self-Empowerment.*

OFFICE 630.690.3555 | 711 E. Roosevelt Road
FAX 630.690.0702 | Wheaton, IL 60187

www.DuPageHousing.org

Director of HCV Operations

DuPage Housing Authority
Wheaton, IL
careers@dupagehousing.org
Position: Full-time, On-site
FLSA Class: Exempt

JOB DESCRIPTION SUMMARY

The Director of HCV Operations provides strategic and operational leadership for core functions of the Housing Choice Voucher (HCV) Program. Reporting to the Executive Director, the Director oversees daily operations through Program Managers responsible for Portability, Quality Control, Recertifications, Moves, and related services.

This role ensures regulatory compliance, operational excellence, program integrity, and high-quality customer service while driving continuous improvement and consistent execution of agency priorities. The Director collaborates with HCV leadership to support seamless, resident-centered program administration.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Strategic & Operational Leadership

- Provide strategic direction and operational oversight to Program Managers across Portability, Quality Control, Recertifications, and Moves.
- Translate HCV strategic priorities into actionable operational plans and performance expectations.
- Standardize processes and promote best practices to ensure consistent, high-quality program administration.
- Foster cross-team collaboration to improve service delivery and customer experience.
- Support the Executive Director with strategic initiatives and organizational objectives.

Program Operations

- Oversee daily operations of assigned HCV functions, including annual/interim recertifications, portability, participant moves, Quality Control, and operational support.
- Ensure accuracy, timeliness, and compliance with HUD regulations, the Administrative Plan, and agency policies.
- Manage vendor oversight of outsourced HQS inspection services.

Performance Management

- Develop and monitor operational KPIs, such as:
 - Recertification timeliness.
 - Portability and move processing timelines.
- Quality Control error rates.
- Customer service response metrics.
- Productivity and workload distribution.
- Prepare operational dashboards and reports for the Executive Director.
- Identify trends, recommend corrective actions, and drive performance improvements.

Compliance & Program Integrity

- Ensure full compliance with HUD regulations, federal requirements, and the Administrative Plan.
- Maintain readiness for audits, HUD reviews, and performance assessments.
- Oversee corrective actions resulting from audits, QC findings, or external monitoring.
- Promote a culture of accuracy, accountability, and regulatory compliance.

Quality Assurance

- Lead the Quality Control function to ensure consistent application of policies and procedures.
- Analyze QC findings, identify patterns, and develop corrective action plans.
- Partner with Program Managers to reduce errors and strengthen service delivery.

Continuous Improvement

- Evaluate workflows and identify opportunities to streamline operations.
- Develop and maintain Standard Operating Procedures (SOPs).
- Promote technology adoption, automation, and data-driven decision-making.
- Lead initiatives that enhance productivity, compliance, and customer satisfaction.

Vendor & Contract Oversight

- Oversee contracted HQS inspection services and monitor vendor performance.
- Review inspection timeliness, quality, and customer service benchmarks.
- Collaborate with vendors to resolve issues affecting leasing, recertifications, or moves.
- Partner with Procurement and Legal on contract administration and evaluations.

Leadership & Staff Development

- Supervise, coach, and evaluate Program Managers.
- Promote engagement, accountability, and team effectiveness.
- Identify training needs and support professional development.
- Contribute to succession planning and leadership development efforts.

Collaboration & Organizational Engagement

- Coordinate with the Executive Director to ensure cohesive program administration across the HCV portfolio.
- Collaborate with Finance, Procurement, HR, Legal, and other departments to advance operational goals.
- Represent HCV Operations on committees, workgroups, and special initiatives.

Other Duties

- Prepare reports and presentations for executive leadership.
- Participate in strategic planning.
- Perform other duties as assigned by the Executive Director.

EDUCATION AND EXPERIENCE

Education

- Bachelor's degree in Public Administration, Business Administration, Management, Organizational Leadership, or a related field required or 7+ years of related experience.
- Master's degree preferred.

Experience

- Seven years of progressively responsible experience administering affordable housing programs, including significant HCV experience.
- Five years of management experience leading managers or multi-unit operational teams.
- Demonstrated experience implementing operational improvements and organizational change.
- Experience interpreting HUD regulations, agency policies, and Administrative Plans.
- Experience with housing management systems and performance reporting tools.
- Knowledge, Skills & Abilities

Knowledge of:

- HCV administration, HUD regulations, the Administrative Plan
- Program integrity and quality assurance
- Operational and performance management
- Strategic planning and continuous improvement
- Project management and data analysis
- Leadership development and organizational effectiveness

Ability to:

- Lead through subordinate managers
- Interpret HUD regulations and apply them operationally
- Analyze performance data and design effective solutions
- Build strong cross-departmental partnerships
- Manage multiple priorities while maintaining compliance
- Communicate effectively with executives, staff, residents, landlords, and vendors
- Foster a culture of innovation, accountability, and customer service

This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job will be considered.

Marijuana:

Although marijuana has been legalized under Illinois law, it is a Schedule I controlled substance and is illegal under Federal law. In accordance with the Drug Free Workplace Act of 1988, the DuPage Housing Authority, as a recipient of federal funds, must maintain a drug free workplace.



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Equal Opportunity Employer:

DuPage Housing Authority is an Equal Opportunity Employer (EOE) that is committed to diversity and inclusion in the workplace. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other characteristic protected under applicable federal, state, or local laws.

Pay Range:

Annual Salary: \$110,000 to \$120,000

Benefits:

- Medical
- Dental
- Vision
- Life Insurance
- 401(a) & 457(b) Retirement Plans
- PTO (Paid-Time Off)
- 37.5-hour workweek
- Paid Holidays
- Tuition Reimbursement

To apply, please submit your resume to the following email below:

- careers@dupagehousing.org
- **Subject line: Director of HCV Operations**