



EDINBURG HOUSING AUTHORITY

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Position Description:

Title: Training/Compliance Coordinator
Supervisor: Executive Director
FLSA Status: \$12.00 per hour
Department: Administration

Position Summary

Under the supervision of the agency's Executive Director, develop and manage training to Edinburg Housing Authority (EHA) Staff. Monitor and enforce guidelines and internal policies. Duties include the following:

Essential Duties and Responsibilities

The below statement is intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

1. Follows established office procedures of the Edinburg Housing Authority.
2. Knowledge of proper conduct in dealing with the public and telephone etiquette.
3. Coordinate, consolidate, and communicate data and narratives for the purpose of developing the required EHA Director's reports in compliance with Cooperative Agreements.
4. Maintain Director's tracking system and provide updates on compliance requirements and usage of funds for any new or existing grants.
5. Track staff certification progress, collect appropriate documentation, prepare certification packets and report to Director on actions required to achieve next level certifications in compliance with HUD Compliance and reporting guidelines.
6. Collect, verify, and maintain client growth assessments, and their accompanying success stories in compliance with the company training goals for other grants.
7. Maintain all financial records in compliance with Edinburg Housing guidelines.
8. Assist Executive Director in the development of Edinburg Housing Agency responses for new and continued funding of Grants available to the Agency.
9. Conduct market research for Executive Director.
10. Execute performance and satisfaction management system including new client satisfaction survey, and stakeholder satisfaction survey.
11. Maintain records management of Executive Director.
12. Facilitate workflow between the all EHA offices and the Authority departments.
13. Maintain other compliance issues related to travel, confidentiality, counseling, and training activities.
14. Develop, market, maintain and evaluate professional business training.



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15. Coordinate with Executive Director to develop/evaluate professional development programs and opportunities for professional staff.
16. Produce and maintain permanent training records in compliance with HUD guidelines.
17. Prepare and submit monthly and quarterly training reports in compliance with the EHA cooperative agreement.
18. Prepare material, determine content, format, and style; identify accommodations for presentation; develop agenda; coordinate with presenters to present materials effectively to various size groups on business topics that result in value-added actionable take-a-ways for attendees.
19. Maintenance of EHA website, share drives, and video conferencing connectivity through WebEx or related technology.
20. Manage EHA training lab maintaining systems and software.
21. Coordinate facility, furniture and fixture maintenance and usage to meet EHA mission and goals.
22. Promote EHA public relations, stakeholder development, and program advancement through community outreach.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral competencies:

Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: understands all PHA employees have external and/or internal customers that they provide services and information to; honors all of the Authority's commitments to customers and residents by providing helpful, courteous and knowledgeable customer service.

Interpersonal Skills: Focuses on solving conflict, not blaming; maintains confidentiality; listens to others; establishes rapport when working with others.

Teamwork: Cooperates with others to accomplish common goals; works with employees within and across his/her department; treats others with respect and maintains a friendly demeanor; values the contributions of others.

Result Focus: Consistently delivers required agency results; sets and achieves quality standards and meets all deadlines; maintains focus on Agency goals.

Accountability: Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency to maintain the public's trust.



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Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

This position requires the following behavioral competencies:

- Ability to work with the highest degree of confidentiality.
- Good knowledge of HUD regulations, city, state, and contracting policies, procedures and practices.
- Knowledge of general office procedures and practices, business English and math.
- Skill in operating computer equipment and general office machines.
- Knowledgeable in Microsoft Excel, Word, Outlook, PowerPoint, including Adobe Acrobat software, capable of using internet resources for research and developing reports. Ability to learn other computer software programs as required for assigned tasks.
- Ability to maintain a high-level of accuracy in work production and to follow instructions.
- Knowledgeable in processing work, asset, and all other verifications needed to establish applicant eligibility.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to work with a wide variety of people with different economic and social backgrounds.
- Ability to establish and maintain effective and courteous relationships with employees and other business contacts.
- Ability to coordinate several concurrent activities simultaneously.
- Ability to prioritize assigned tasks and organize workload for efficiency.
- Strong interpersonal skills.
- Must regularly participate in continuous improvement and education, which may require traveling in and out of State.
- Interpret policies, regulations, procedures and applications.
- Exercise initiative and appropriate independent judgement.
- Strong time management and organizational skill.
- Ability to assess and execute effectively with regards to training, workload and contractual goals.
- Adapt to daily workload and transitioning through various duties to include research, reports, requisitions, correspondence, and client intake and needs assessments in meeting operational demand.
- Maintain rapport with business community interacting tactfully and courteously with clients, staff, and community.



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- Must prepare clear, concise reports and training materials, letters, and summary data
- Monitor and assess training program expenditures, grant income, strategies, and tactical applications Job Description.
- Ability to communicate bilingually is required.
- Bondable.
- Employee must possess a valid Texas driver's license or acquire one within the first 30 days of employment.
- Eligible for coverage under the Authority's fleet auto insurance.

Education and/or Experience

Experience in a combination of training or training coordination for small businesses in management or technical skills, experience with training event promotion, staff members within a business/economic development organization, or human resources management training Preferred Qualifications

Associates Degree with:

Preferred 5 years of related professional experience in a combination of training or training coordination for small businesses in management or technical skills, experience with training event promotion, staff members within a business/economic development organization, or human resources management training

(Or)

Bachelor's Degree with:

Preferred 3 years of related professional experience in a combination of training or training coordination for small businesses in management or technical skills, experience with training event promotion, staff members within a business/economic development organization, or human resources management training

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

Cross-Training

While employed with EHA, staff will be exposed to cross training. Cross training allows EHA to increase our resources and efficiency by:



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- Helping employees acquire and enhance skills, knowledge and abilities.
- Improving understanding of the different parts of departments and eventually of the organization as a whole.
- Leading to better coordination and teamwork.

Staff needs to have the ability and the willingness to be cross-trained in different positions within EHA. This on-the-job cross-training allows the Agency to also provide staffing flexibility when an employee is absent for a planned vacation, emergency or after a position is vacated.

Edinburg Housing Authority, to the extent not in conflict with federal or state law, prohibits discrimination or harassment on the basis of race, color, national origin, age, sex, religion, disability, veterans' status, sexual orientation, gender identity or expression.

Employment with Edinburg Housing Authority is contingent upon the outcome of record checks and verifications including criminal history, driving records, education records, employment verifications, reference checks, and employment eligibility verifications.

Edinburg Housing Authority is a tobacco-free agency. Smoking and the use of any tobacco product will not be allowed anywhere on Edinburg Housing property or in Authority owned or leased vehicles.



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The Edinburg Housing Authority will accept resumes until position is filled. All resumes should be emailed to accounting@edinburgha.org

Thank you.