



The Virgin Islands Housing Finance Authority is seeking qualified applicants for the following CDBG-DR Grant Funded position for the St. Croix District:

**STANDARD OPERATING PROCEDURES (SOP) COORDINATOR
for CDBG-DR PROGRAM**

The Community Development Block Grant, Disaster Recovery Standard Operating Procedure (SOP) Coordinator, assists with disaster recovery projects. Develops and reviews disaster recovery projects/programs Standard Operating Procedure and aids in coordinating information, developing program process flows and contribute to the overall project performance in compliance with the Community Development Block Grant Disaster Recovery (CDBG-DR) Program funding and promotes the overall strategic and operational responsibility of all federal and local regulations.

ESSENTIAL FUNCTIONS:

- ⇒ Lead the efforts and development to gather and create SOP requirements or process improvements for DR programs and functions.
- ⇒ Act as the supportive source of knowledge for all SOP's and internal policy documents.
- ⇒ Initiates the day-to-day activities to ensure the accuracy, governance, and maintenance of SOP's.
- ⇒ Maintain all aspects of the SOP document control and approval system and processes.
- ⇒ Identifies and resolves discrepancies or errors associated with all SOP's.
- ⇒ Share all SOP's with team to create project transparency.
- ⇒ Track all SOP's from creation to implementation, including sending reminders for SOP's requiring review, edit, expiration or approval.
- ⇒ Support CDRO, CDBG-DR Director, PMO (Program Management Office), Senior Managers and work collaboratively with VIHFA departments to implement CDBG-DR and CDBG-MIT programs.
- ⇒ Lead the analysis and recommendations for SOP effectiveness.
- ⇒ Lead the escalation/communication of risks and issues as appropriate.
- ⇒ Support the communication and training of SOP's to operational teams.
- ⇒ Assist Program Manager to document processes, develop flowcharts, and draft SOP's.
- ⇒ Conduct staff interviews and review/research work products to aid in the development of SOP's.
- ⇒ Review, suggest, revise, consult, and re-write existing SOP's.
- ⇒ Develop and define the terminology used in SOP documents so they are clearly understood by all audiences that read and/or implement them.
- ⇒ Review regulatory, SOP and other process documents for clarity and consistency.
- ⇒ Develop checklists, communication templates and desktop guides to augment SOP's.
- ⇒ Develop, improve, maintain and revise SOP's and/or training materials for contractually provided activities.
- ⇒ Contribute to the development of informational or technical documents. Informational or technical documents may include, but not be limited to, regulatory documents, communication materials, website materials, and training-related materials.
- ⇒ Input and validate data as required into customer specific data systems, as well as standard MS Office products.
- ⇒ Apply established procedures and guidelines to the keeping of records and the preparation of standardized reports.
- ⇒ Execute oral and written instructions, policies, and procedures.
- ⇒ Additional tasks may be assigned which could include providing surge capacity to complete other, routine tasks, as well as to perform special projects outside the normal scope of activities.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

- ⇒ **Education:** Bachelor's Degree in Business Administration, Urban Planning, Policy, Public Administration or related field.
- ⇒ **Experience:** 3+ years of in-depth experience working with CDBG/CDBG-DR or related federal disaster recovery programs/grant administration providing training and technical assistance in the field of affordable housing, economic development and/or community development. Disaster recover experience. Solid knowledge of how housing and community development programs are implemented at the federal and local levels. Equivalent combination of education and experience may be substituted.
- ⇒ **Knowledge, Skills & Abilities:** A working knowledge of regulations governing the CDBG-DR Program. Previous grant writing and grant administration experience. Demonstrates leadership qualities including the ability to motivate staff. Demonstrates the ability to multi-task, work collaboratively in a team-oriented environment and problem solve. Computer literate to include Microsoft Word, Excel, PowerPoint and Outlook, particularly SharePoint. Excellent verbal, interpersonal and written communication skills. Ability to be flexible and work under pressure. Ability to work harmoniously with other agency personnel. Ability to maintain confidentiality in all assignments. Team player with the ability to meet multiple deadlines in a fast-paced environment. Strong analytical, problem-solving and decision-making capabilities. Excellent writing, copy editing, and proofreading skills. Excellent communication and follow-up skills. Highly organized with strong attention to detail. Ability to work independently with minimal supervision. Familiarity with scientific terminology, regulatory writing styles, standards & procedures, and Government Plain language guidance. Strong technical documentation and technical writing experience. Experience with Microsoft Visio in developing process flowcharts. Certification in Lean and Six-Sigma quality methodologies. Valid Virgin Islands Driver's License

SALARY: \$49,920 - \$64,480 per annum depending upon qualifications. CDBG-DR grant funded position.

APPLICATION INSTRUCTIONS AND PROCEDURES:

Interested applicants must submit an application, cover letter, resume/vitae and three (3) current professional letters of recommendation. **During the Safer at Home period, application packages will only be accepted electronically at hr@vihfa.gov.** Signed original documents will be accepted at our Office at a later date. Employment applications can be downloaded from our website at www.vihfa.gov.

Deadline for submittal of application package is Friday, January 8, 2021; however, this position will remain open until filled. Incomplete application packages will not be considered. Selected candidates will be contacted for interview.

The Virgin Islands Housing Finance Authority is an Equal Opportunity Employer