



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

## **Quality Assurance Specialist**

(2 positions)

Under the supervision and direction of the Director of Policy, Procedure, and Regulatory Services, the Quality Assurance Specialist supports the agency's mission by providing various departments within the Community Development Block Grant – Disaster Recovery (CDBG-DR) division with ongoing quality improvement. The qualified candidate will have primary day-to-day responsibility for the review of the CDBG-DR staffs' work products and ensuring accuracy and timeliness of information and documentation; review and recommend changes to policies and procedures to resolve operational issues and ensuring regulatory compliance; conduct research, interpret, and analyze regulations; develop needed tools and prepare and conduct staff training. May be assigned to perform quality control activities over one or more areas.

### **ESSENTIAL FUNCTIONS:**

- ⇒ Develop and maintain standards and processes across the division for quality assurance.
- ⇒ Provide expert analytical support across the CDBG-DR division including consistent and on-going research and analysis of regulations; interpret and summarize regulations; develop and train departments on operational policies and procedures to ensure compliance with regulations.
- ⇒ Perform quality control audits of work products of all departments within the CDBG-DR division.
- ⇒ Write quality control reports; analyze and evaluate report data to assess the effectiveness of policies and procedures; prepare recommendations for changes in operational and administrative processes.
- ⇒ Assist management in developing and implementing tools to monitor key program outcomes as well as improve operational efficiency and accuracy.
- ⇒ Works closely with data services team to improve data collection and reporting standards.
- ⇒ Prepare and conduct staff training to ensure compliance with internal policies and HUD regulations; provide technical support to management and other staff.
- ⇒ Coordinate with various departments to produce monthly reports, program summaries; conduct in depth quality control of monthly invoice to ensure accuracy of reports; create, review, and access automated reports for accuracy.
- ⇒ Participate in a variety of special projects as assigned.
- ⇒ Attend and participate in a variety of meetings internally and externally.
- ⇒ Performs other related duties and responsibilities as assigned.

### **EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:**

- ⇒ **Education:** Bachelor's degree from an accredited college or university, with a major in public administration, business administration, or closely related field preferred.
- ⇒ **Experience:** Minimum of (5) five years of experience in a quality assurance, quality control or internal audit position; or the equivalent combination of education and experience which meet the minimum qualifications requirement may be substituted. Knowledge of HUD rules and regulations and experience in CDBG/CDBG-DR or related federal disaster recovery program preferred. An equivalent combination of education, training and experience that provides the required knowledge and abilities will be considered.
- ⇒ **Knowledge, Skills, and Abilities:** Must have technical writing, presentation development, and research skills; Experience managing projects and people; Ability to manage multiple and sometimes changing projects in a fast-paced, deadline-driven environment; Capable of developing requirements for tracking and assessing program metrics, compliance, and risks, and developing metrics to evaluate them. Excellent report writing, analytical, editing, and proofreading skills; Strong analytical, problem-solving, and decision-making skills; Computer literate to include Microsoft Word, Excel, and Outlook; Good oral and written communication skills; Ability to be flexible and work under pressure; Ability to work harmoniously with other VIHFA CDBG-DR personnel; Ability to maintain confidentiality in all assignments; Ability to multi-task, work collaboratively in a team-oriented environment and problem solve; Ability to perform duties with limited supervision; Sense of ownership and accountability as well as a willingness and commitment to adding value to the Authority; Ability and willingness to learn.

**SALARY:** \$54,080 - \$68,640 per annum depending upon qualifications. CDBG-DR grant funded position

### **APPLICATION INSTRUCTIONS AND PROCEDURES:**

Interested applicants must submit an application, cover letter, and resume/curriculum vitae. During the Safer at Home period, application packages will only be accepted electronically at [hr@vihfa.gov](mailto: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](http://www.vihfa.gov). **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*