

## POSITION DESCRIPTION

**Title: Tax Credit Specialist**

**Reports To: Asset Management Director**

**Office/Department/Division: Asset Management**

**FLSA Status: Exempt**

**Summary**

The Compliance Tax Credit Specialist is responsible for all affordable program compliance on the property under the Low Income Housing Tax Credit leasing and occupancy policies and procedures in accordance with HUD, federal, local and other applicable laws, rules, policies and procedures. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

**Duties and Responsibilities**

Monitor resident files for compliance with various program requirements; take appropriate action to secure compliance of the file or removal of tenants not meeting eligibility requirements.

Prepare and submit investor and state reports.

Complete annual income limit and utility allowance updates.

Complete annual rents.

Work closely with applicants and residents to secure necessary documentation and verifications required for program compliance.

Secure third-party verification of resident qualifications for program eligibility.

Coordinate the recertification process of current residents to ensure and document continued eligibility.

Maintain neat, accurate, complete, and organized compliance files for current and former residents, consistent with applicable program and retention requirements.

Maintain accurate and timely leasing reports as required, along with daily software input.

Property/unit inspection in coordination with the investors.

Submit and complete initial, recertifications and move out, on the VHD state website.

Respond to resident inquiries and service needs, referring to other staff members or management as appropriate to ensure timely resolution.

Maintain strict adherence to the federal Fair Housing Act, which prohibits "any preference, limitation, or discrimination because of race, color, religion, sex, handicap, familial status, or national origin, or intention to make such preference, limitation or discrimination" and other applicable regulations.

Keep the Property Manager informed of any information that could affect property operations.

Maintain a thorough knowledge of the competition and provide Property Managers with up-to-date market information.

Ensure the correct preparations are completed for all inspections and audits

Other duties as assigned.

### **Qualifications and Knowledge**

Must have Low Income Housing Tax Credit (LIHTC) certification

Customer Service experience.

Good communication skills.

Ability to assume responsibilities.

Work independently and work well with team members.

Bachelor's Degree in Public Administration, Human Services, Accounting or Business

Administration or related field from an accredited college or university, and three (3) or more years of experience in the housing, tax credits or social services field

Working knowledge of federal, state, and local laws, rules, and regulations and Authority policies and procedures pertaining to eligibility requirements and the substance of applicable programs.

Thorough knowledge of interviewing techniques and record maintenance.

Ability to meet and deal tactfully and courteously with the public.

Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.

Ability to make routine decisions in accordance with established administrative rules, regulations and policies, to explain the re-examination process to tenants in an objective and impartial manner.

Thorough knowledge of the operation of the Authority's computer system and applicable software.

Knowledge of mathematics sufficient to perform calculation required for the position.

Ability to effectively interview and gather, record, and correctly evaluate data.

Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.

Ability to use basic office equipment such as telephone, fax, copier, and computer.

Ability to communicate clearly, concisely, verbally and in writing.

Skilled in communicating on the level of the listener, recognizing when information has been misunderstood, and determining how to remedy the misunderstanding as needed to explain policies and procedures and to provide and exchange information to persons with varying levels of education, cultural backgrounds, and ages.

Ability to establish and maintain an effective working relationship with other employees.

Ability to deal effectively with situations requiring patience, tact, and diplomacy.

Valid driver's license and good driving record.

### **Supervision Given and Received**

The employee receives instructions from the Program Manager/Asset Management. Normally, the employee plans and carries out routine work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when complaints are brought to the attention of the supervisor, and when the supervisor is contacted by the employee for direction. The employee's work is reviewed regularly for quality control purposes, conformity to organizational policies, and attainment of objectives.

The employee has no supervisory duties.

### **Guidelines**

The employee performs routine duties by following established VHDA, HUD and Authority policies and procedures. These guidelines cover most job-related situations and the employee uses independent judgment in making decisions within established parameters and area of expertise. If guidelines do not cover a situation, the employee normally consults the supervisor. Guidelines are generally specific and clear.

### **Complexity**

The employee performs a variety of related, routine, and generally repetitive tasks. The course of action is determined by the supervisor and by established procedures. The employee may coordinate, integrate, and/or prioritize tasks.

### **Scope and Effect**

The employee's work affects resident families, managers, other agencies, and other Authority personnel. The employee's efforts can enhance the Authority's continuing efforts to provide adequate low-rent housing to families on a timely basis and at reasonable rates.

### **Personal Contacts**

Personal contacts are with all of the above persons and groups. The purpose of such contacts is to obtain and provide information and verify, document and record information submitted by residents, and other Authority activities.

### **Physical Demands**

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files, records, and office supplies, and eyestrain from working with computers and other office equipment.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to bend, stoop, push, and pull in the performance of office related duties.

Must be able to use fingers bilaterally and unilaterally to operate office equipment.

Must be able to establish and maintain effective working relationships, co-workers, residents, and persons outside the Authority.

Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Must have vision and hearing corrected to be able to fulfill essential job functions.

Must maintain punctuality and attendance as scheduled.

**To Apply for this position:**

Email your resume to the agency human resources department with the position title on the subject line to: [humanresources@arha.us](mailto:humanresources@arha.us)