Title: Assistant Compliance Officer (HUD)  
Job Type: Non-Exempt ☐Exempt ☐

Division: Counseling  
Job Grade: 4

Reports to: Senior Compliance and Contract Administrator

Job Purpose
The Assistant Compliance Officer will assist the counseling agencies and counselors in establishing procedures to assure compliance with PHFA’s counseling standards, state and federal polices, billing procedures and regulatory requirements are met.

Essential Functions

1. Assist counselors, specifically on supporting PHFA’s compliance with counseling standards.

2. Assist the Compliance I with the performance of audit test, monitor clients/ services of counseling agencies, assist with the review of counseling agency client files, on site (agency location) and using the client management system, RxOffice, to insure adherence to PHFA’s counseling policy, effectiveness of internal and external controls and compliance with regulations and standards.

3. Conducts desk audits or remote file reviews in accordance with the compliance procedures outlined in the Division’s Oversight Plan.

4. Prepare work papers summarizing evidentiary data obtained and conclusions reached, and prepare and discuss audit findings worksheet with the Division Director and/or Senior Compliance and Contract Administrator to determine preliminary identification of possible recommendations. Works with assigned contractors as required.

5. Processes invoices and billing reports and other related work products associated with the Comprehensive Housing Counseling Initiative, HUD and any other program or initiative as assigned.

6. Conducts data entry operations as needed involving various Counseling Initiatives. Review and analyze required documents to insure compliance with counselor procedures and practices.

7. Assist Compliance Officers I and Senior Compliance and Contract Administrator to respond to alleged violations of rules, regulations, policies, procedures, and standards of conduct by evaluating or recommending the initiation of investigative procedures. Assist with the development of a system for uniform handling of such violations.
8. Assist with the preparation of reports detailing compliance requirements regarding PHFA’s Housing Counseling Standards, training requirements for counselors, counseling agency file reviews, and survey results etc. Prepares other reports and correspondence as requested by federal/state agencies.

9. Maintains power point presentations and conducts training sessions on counseling initiatives, via Webinars, and by conference call, observing the most practical solution or approach. Outline federal/local requirements and expectations and ensure understanding by counseling staff. Continue education of organizations that need follow-up or corrective measures when submitting production reports, using RxOffice and other documentation.

10. Monitor the performance of compliance and other related activities on a continuing basis, taking appropriate steps to improve effectiveness. Be proactive in identifying and evaluating results regarding documentation and discuss results with the agency and their staff.

11. Attend practical continuing education conferences and seminars directly related to the enhancement of working knowledge and personal development.

12. Complete special assignments and handle additional duties that may be assigned by the Senior Compliance and Contract Administrator, and/or the division director.

13. Monitor and/or report on any special tasks.

14. Maintaining a hybrid presence at a minimum of 3 days a week at the office is required to collaborate with team.

**Job Requirements**

**Education:** An Associate degree in Business Administration, Economic/Community Development or related field.

**Experience:** 2-4 years of work experience and/or Billing Processor, Consumer Relations, Real Estate or Mortgage Industry is a plus, but not required.

**Knowledge/ Skills:**

1. Attention to detail, procedure and process is required.

2. Ability to multi-task efficiently and exercise initiative and sound judgment in handling work assignments.

3. Proficient knowledge of computer software applications including Microsoft Word, Excel and Access and PowerPoint.
4. Previous experience of applicants will be considered for this position to meet qualification requirements.

5. Proficient writing skills, presentation and training experience preferred.

6. Ability to speak another language is a plus.

7. Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service;

8. Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices;

9. Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards;

10. Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards;

11. Must be able to listen and speak clearly on telephone; and

**Licenses/ Certifications:**

<table>
<thead>
<tr>
<th>Travel</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ None</td>
</tr>
</tbody>
</table>