

**Must submit cover letter with salary requirements for consideration.**

**Title: Compliance Officer**

**Job Type:** Non-Exempt  Exempt

**Division: Counseling**

**Job Grade: 5**

**Reports to: Senior Business Development  
Officer**

**Duties and  
Responsibilities**

1. Assist counseling agencies and counselors in establishing procedures to assure compliance with PHFA's counseling standards and other state and federal policies, billing procedures and regulatory requirements.
2. Collaborates with other departments/divisions (e.g. Multifamily, Single Family, etc.) to direct compliance issues through appropriate existing channels.
3. Assist in establishing meaningful liaisons with all groups in communicating the objectives of, and securing support for; periodic reports, providing data for the Senior Business Development Officer, Manager of Counseling and Division Director, regulatory agencies, and investigative groups as required.
4. Assist 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 RxOffice, to insure adherence to PHFA's counseling policy, effectiveness of internal and external controls and compliance with regulations and standards. Prepare work papers summarizing evidentiary data obtained and conclusions reached, and prepare and discuss audit findings worksheet with the Manager and/or Division Director to determine preliminary identification of possible recommendations. Works with assigned contractors as required.
5. Review invoices and other related reports associated with the Comprehensive Housing Initiative, Foreclosure Mitigation Counseling Initiative and the HUD Initiative. Assist with the data entry operations as needed involving various Counseling Initiatives. Review and analyze required documents to insure compliance with counselor procedures and practices.

6. Assist the Compliance Officer II, Business Development Officer and the Senior Business Development Officer 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.
7. 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.
8. Assist counselors, specifically on supporting PHFA's compliance with counseling standards.
9. Conduct meetings, training sessions on counseling initiatives, Webinars, on-site 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, the use of HCO 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 Manager of Counseling, the Senior Business Development Office, the Compliance Officer II, and/or the division director. Monitor and/or report on any special tasks.

### **Qualifications**

1. A bachelor's degree in business administration, economic/community development or related field.
2. Experience with grant writing and grant reporting (Federal and/or State grants are a plus).
3. Project Management experience.
4. Ability to multi-task efficiently and exercise initiative and sound judgment in handling work assignments.

5. Proficient knowledge of computer software applications including Microsoft Word, Excel and Access and PowerPoint.
6. Experience as a Compliance Officer, Consumer Relations, Real Estate or Mortgage Industry is a plus, but not required.
7. Proficient writing skills, adept reading, research abilities, comprehension into presentation and training experience preferred.
8. Experience with monitoring budgets, budget allocations and balancing a large (6-figure) budget a plus.
9. Willingness and ability to travel
10. Ability to speak another language is a plus.