**Title:** Manager of Special Programs and Process Quality  
**Reports to:** Director of Development  
**Division:** Development  
**Job Grade:** 8

Come join our team! We are always eager to meet, connect and build success with new talent in our industry.

We are currently offering a Hybrid work environment (based on business needs) and a pension.

This position requires proof of full vaccination of COVID-19 prior to the first day of employment, absent need for medical and religious accommodation or other exception allowed by state or local law. **You must meet the PA residency requirement.** Applicants must be authorized to work for ANY employer in the U.S. We are unable to sponsor or take over sponsorship of an employment Visa at this time. We look forward to meeting you and building success together.

**Job Purpose**
The Manager of Special Programs and Process Quality is responsible for the oversight and administration of non-tax credit programs and initiatives and process review and refinement for the Division’s overall processes. The administration of non-tax credit programs and initiatives includes the Housing Options Program Grant, HOME ARP, and/or other programs. This includes (1) creating application material, (2) reviewing applications, (3) making award recommendations, (4) keeping master source budgets, and (5) preparing reports. The process quality tasks include but are not limited to the definition, documentation, refinement, training, and adherence to process and reporting best practices.

**Essential Functions**
1. Manage the underwriting of applications seeking HOP, HOME ARP, and/or other funding sources.
2. Manage staff to perform annual administrative duties related to reporting for the above-mentioned programs.
3. Coordinate with other Divisions (Housing Management, Technical Services, Accounting, Grant Management, Legal, Information Technology, etc.) on the implementation and execution of non-tax credit programs.
4. With oversight from the Director of Development, maintain the master source data for HOP, HOME ARP, and to-be-determined additional sources.

5. Coordinate the mapping of processes and procedures in the Division to help ensure that appropriate data is collected.

6. Lead the creation of process alignment across the Divisional sections and work across the Division to maintain that alignment. Provide input on program enhancements.

7. Manage the ongoing collection and maintenance of data and documentation across all sections of the Development Division to ensure consistency and accuracy in the way the information is being collected and utilized.

8. Determine Divisional reporting/business insight requirements and assist in the development and utilization of business reporting. Lead the accurate completion of various internal and external reports to include annual collection, maintenance and validation of data needed to prepare the reports.

9. Assist in the update of manuals, applications and associated process documentation and ensure proper record retention.

10. Lead the ongoing development and maintenance of quality control procedures and participate with other staff to update protocol and processes.

11. Maintain relationships within the affordable housing industry, investors, lending institutions and professional and trade associations and represent the Agency at conferences, workshops and industry events.

12. Assist program applicants and other interested parties on an ongoing basis.

13. Supervise staff including conducting performance management, coaching, and providing guidance on professional development.

14. Manage the workflow of employees, creating team schedules and delegating tasks.

15. Train and onboard new hires to ensure they understand their roles.

16. Perform additional tasks on an as-needed basis.

**Job Requirements**

1. A Bachelor’s degree in business, public administration or a related field is required. A Master’s Degree in business, public administration or a related field is preferred.
2. Minimum six to eight years of experience in either the development or financing of affordable multifamily housing properties.

3. Demonstrated ability to manage multiple projects and assignments, meet deadlines, coordinate, and communicate effectively among partners with varying agendas, and cultivate new partnerships.

4. Experience with and knowledge of the multifamily affordable rental housing programs, including federal Low Income Housing Tax Credit Program, the HOME Program, and other federal programs.

5. Previous experience working with local, state, and federal government entities.

6. Ability to communicate effectively in both written and oral form.

7. Ability to write business-related correspondence that is professional in appearance and content.

8. Should possess intermediate level skill in MS Excel to include spreadsheet design/layout and formula creation.

9. Ability to articulate flows and processes.

10. Ability to supervise staff, organize work effectively, compile and use research, make recommendations and decisions, and relate effectively to PHFA stakeholders.