

Title: Voucher Analyst

Job Type: Non-Exempt Exempt

Division: Housing Management

Job Grade: 4

Reports to: Senior Voucher Analyst

Job Purpose

The Voucher Analyst (VA) is responsible for processing the Owner/Agent monthly tenant data and voucher transmissions and generating Tenant Rental Assistance Certification System (TRACS) files for their assigned portfolio. The VA will work with a variety of Agency staff, the Agency's partners, TRACS and the property's Owner/Agent to ensure accuracy and compliance with all applicable HUD rules and regulations and Section 8 requirements.

Essential Functions

- Develop and maintain a working understanding of the rules and regulations pertaining to the HUD Handbook 4350.3 Occupancy Requirements of Subsidized Multifamily Housing Programs REV-1 Change 4, the HUD Monthly Activity Transmission (MAT) Guide, and PHFA's designated processing software.
- Process TRACS transmissions, gross rent changes and manual adjustments to ensure timely payment of the monthly subsidy voucher for assigned portfolio. Monitor monthly voucher requests for approved or adjusted claims for unpaid rent, damages and vacancy to ensure timely payment. Monitor and apply all repayment agreement payments to the applicable voucher.
- Generate and review voucher reports. Identify and correct errors/problems. Compare the Owner/Agent voucher to the Agency voucher. When necessary, contact appropriate Agency staff or Owner/Agent for additional information to ensure an accurate payment.
- Generate and approve final vouchers for payment of the monthly housing assistance payments for the assigned portfolio. Maintain accurate tenant data and monthly voucher information in HUD's database via TRACS for assigned portfolio. This includes transmitting data to and receiving responses from HUD and working with the Owner/Agent to correct TRACS errors. Monitor the compliance percentage in TRACS for the assigned portfolio. Notify appropriate staff and owners and agents when the percentage falls below the posted minimum. Assist the Owner/Agent as needed to improve the percentage, as applicable.
- Prepare and send notification of corrections and/or changes to the Owner/Agent. Assist the Owner/Agent in the reconciliation of their monthly housing assistance voucher.
- Update and maintain all applicable tracking logs as assigned.
- Index approved vouchers and backup documentation in Vanguard using CADI (Contract Administration Document Indexing system) after completion.
- Make entries to update all applicable systems, including the Agency's partner's systems.
- Maintain neat and organized files for assigned portfolio.
- Participate in all requested meetings and trainings.

- Complete any special assignments as requested by the Director of Housing Management, Manager of Contract Administration and Senior Voucher Analyst.

Job Requirements

- Associates degree from accredited academic institute. Three years work experience in related field may be substituted.
- Familiarity with all applicable HUD regulations, policies and procedures is a plus.
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers. Must have strong customer service skills and handle customer complaints and inquires in a courteous and professional manner.
- Excellent computer proficiency (MS Office – Word, Excel and Outlook), database programs, web browsers and basic office machinery. Experience with AS/400 desirable. Must possess the ability and willingness to learn new systems.
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service.
- Must be detail oriented and have strong analytical skills. Must possess excellent organizational skills, the ability to handle multiple tasks simultaneously and have the ability to manage multiple priorities to meet productivity requirements.
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Must have a professional manner, project a positive image and work well with people.
- Must have the ability to recognize problem situations and provide solutions.
- Demonstrated ability to maintain confidentiality of all information gathered on behalf of the Agency and/or its partners, which is not otherwise available to the general public.

Travel

None Light Frequent Other:

Working Conditions

- 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.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Must be able to talk, listen and speak clearly on telephone.
- This position is located in and works from PHFA's Harrisburg office.
- PHFA has a hybrid work environment. Specific remote and in-office work schedules will be determined by the direct supervisor.