

Job Description

Job Title:	Program Analyst		
Job Level:	I	FLSA Status:	Exempt
Reports To:	Director of Asset Management		

GENERAL SUMMARY

Monitor Low-Income Housing programs for compliance and property management activities. Consult on property operations with a view to protect and insure the long term viability of portfolio assets. Have first-hand experience managing a high volume of multifamily properties in the low income housing market.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Ensure all housing program rules, regulations, policies, procedures and Agency standards are met through ongoing monitoring and assessment, and initiate actions necessary to correct deviations by scheduling and conducting compliance reviews of properties within assigned portfolio.
- Review and approve capital reserve requests, property utility allowances and Affirmative Fair Housing Marketing Plans.
- Perform site visits to observe the physical conditions and management practices of properties within a portfolio.
- Maintain continuing interaction and coordination of activities with other Agency departments, outside public agencies and private sources.
- Gather, prepare and maintain statistical and quality control records and reports, and maintain computerized databases related to the assigned responsibilities.
- Respond to inquiries from the public, program participants, property managers, political representatives or other social services agencies; represent the Agency and the program effectively both internally and externally, as required, and serve in the capacity of subject matter expert for assigned portfolio.
- Review and monitor quarterly operational reports and evaluate Partnership performance through pre-established standards and key indicators.
- Research, compile, analyze and organize information and data from various sources on a variety of specialized topics related to assigned areas, develop management reports and recommendations regarding improvement in procedures, training and control processes.
- Interpret, explain and apply provisions of laws, rules and regulations related to the housing assistance programs and investigation.
- Develop and maintain relationships with general partners, developers, lenders, state agencies, and managing agents
- Identify partnerships that require Watchlist status and develop strategies to address all issues.

- Maintain a thorough and current record of property activity in our proprietary database.
- Develop annual asset management work plans and schedules.
- Participate in the development and implementation of department program goals, objectives, and policies.
- Perform other related duties of a similar nature and level as assigned.
- Employees are required to comply with safety regulations, procedures, and protocols.

MINIMUM QUALIFICATIONS

Education and Experience

High School Diploma or GED-Associate's degree preferred or One years' experience with state/federal housing programs, public sector community development, redevelopment, nonprofit housing.

Conditions of Employment

- Valid NM Driver's License

KNOWLEDGE, SKILLS, and ABILITIES

- Gather and analyze data
- Draw valid conclusions and make recommendations
- Prepare written and statistical reports
- Monitor program activities
- Operate a personal computer and learn specific computer applications
- Establish and maintain effective working relationships with those contacted in the course of work
- Communicate clearly and concisely, both orally and in writing
- Demonstrate strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community
- Show proficient knowledge of finance, accounting, budgeting, and cost control procedures
- Show proficient knowledge of communication principles
- Gather and analyze statistical data and generate reports
- Show advanced writing and editorial skills
- Coordinate and organize meetings and/or special events
- Relate to and interact with a non-traditional and diverse customers and employee population
- Work independently
- Balance competing requirements and needs of client organizations
- Read, analyze and interpret standards, policies, procedures, and regulations
- Develop and write reports, policy and correspondence
- Handle common inquiries or complaints
- Effectively present information and respond to questions from customers, employees and visitors
- Exercise good judgment and focus on detail as required by the job

- Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Use (or learn to use) computer software and systems applicable to the position
- Follow oral and written instructions and procedures
- Maintain well-organized materials, files, systems and tools
- Adapt to changes in work situations and priorities

Non-Negotiables

- Provide high level of quality service to external as well as internal customers 100% of the time.
- Promote a team environment 100% of the time.
- Offer positive support of management decisions.
- Be dependable and productive
- Apply good communication and interpersonal skills
- Shows initiative and works independently
- Produces quality work products
- Exhibits adaptability and flexibility

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed in a standard office or indoor/outdoor environment. Essential functions are normally performed without exposure to adverse environmental conditions, however, employees may be exposed to minor inconveniences such as occasional noise, exposure to computer screens, crowded working conditions, and/or minor heating, cooling or ventilation problems. **Essential functions include extensive travel which might include driving and overnight stays.**

Employees in the position may be exposed to rude/irate customers, or other individuals.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Performing the essential functions typically requires exerting up to 50 pounds of force occasionally, up to 25 pounds of force frequently, and/or up to 20 pounds of force constantly.

The work frequently involves walking, driving, stooping, kneeling, crouching, reaching, climbing, balancing, pushing, pulling, and lifting.

MFA is an Equal Opportunity Employer.

Employee's Signature:	
Date:	
Supervisor's Signature:	
Supervisor's Title:	
Date:	

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