

# Nevada Affordable Housing Assistance Corporation

## JOB DESCRIPTION

**POSITION TITLE:** Quality Control Supervisor

**STATUS:** Exempt / Salaried

**REPORTING RELATIONSHIP:** 1. Compliance Manager      2. Chief Executive Officer/ Chief Operating Officer

**POSITION SUMMARY:** Working independently, the Quality Control Supervisor manages the Nevada Hardest Hit Fund Program (NVHHF) Quality Control and Compliance (QC) Plan. Responsible for the quality of NVHHF to ensure the NVHHF is in compliance with the written Policy and Procedures and Regulatory requirements. The QC Supervisor recommends necessary changes, solutions, or systems in order to meet NVHHF quality control standards and to mitigate against potential fraud. Works with the Nevada Affordable Housing Assistance Corporation (NAHAC) Management team to monitor and evaluate QC audit results and trends. This position recommends policies and procedures to improve the quality and the controls of the NVHHF operations and deliverables. Works with management to mitigate risk and ensures compliance with all standards and regulatory laws.

### RESPONSIBILITIES AND DUTIES:

- Responsible for directing the NVHHF quality control plan and adherence to the NVHHF policies and procedures.
- Recommends policies and procedures to improve the quality control of the NVHHF operations center.
- Assesses service, compliance, or operational risks and assist with risk management strategies.
- Serves as primary agency contact person for management and execution of agency's QC Plan. Responsible for updating and maintaining the QC Plan to ensure alignment with the standards defined by the NVHHF compliance officer. Manages the on-going quality control reviews of client counseling and service delivered to consumers by the agency's counselors and staff in compliance with the agency's updated QC Plan and best practices standards. Manages the full compliance quality control review of agency transaction files and checks for accuracy, completeness, adherence to agency and NVHHF program policies and quality standards, including fraud detection and prevention and regulatory compliance.
- Oversees and/or executes periodic contacts with clients to obtain feedback on our service delivery.
- Manages and resolves homeowner complaints and escalated homeowner concerns received from homeowners within the required timeframes as mandated by the NVHHF program requirements.
- Disseminates quality reports to NVHHF Management staff.
- Ensures the quality of the NVHHF training and continually monitors the training programs. Assists in the development of training programs/tools to maintain procedural and industry up-to-date information.
- Provides assistance to NVHHF operational staff for complex issues requiring management/policy decisions. Must be knowledgeable in relevant local, state and federal laws and regulations pertaining to clients' privacy and financial rights.
- Provide leadership and guidance to management/staff in matters pertaining to the NVHHF operations center.
- Assist in the establishment of key performance indicators.
- Recommend, gather and analyze quality control performance data to provide:
  - Adherence reporting
  - Scorecards
  - Bench-marking
- Communicate performance results and goals to groups and management.
- Recruits, interviews and hires quality control staff. Conducts timely written performance evaluations and performance corrections as necessary to assigned staff, in accordance with company policies. Recommends disciplinary action and/or termination of assigned staff members.

**The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be**

added as necessary or desirable, with or without notice.

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## **QUALIFICATIONS AND REQUIREMENTS:**

### **Education and Experience:**

- BS or BA Degree preferred
- 2-5 years experience in quality control, quality assurance and/or related field

### **Technical Skills:**

- Ability to function efficiently in a computerized environment. Proficiency in Microsoft Word, Excel, Outlook and email and internet applications.
- Possesses a high level of proficiency in presentation skills and technical skills necessary to prepare and deliver effective presentations to diverse groups at all levels of the organization.
- Proficiency in quality management tools.
- Ability to synthesize complex and diverse information.
- Ability to read, analyze and interpret complex information, instructions and data dealing with concrete and abstract variables.
- Ability to solve problems in a timely manner and deal with a variety of variables to arrive at solutions when no defined set of guidelines may exist.
- Ability to listen to and consider diverse ideas and opinions and to make recommendations based on a combination of factors and information.
- Must have excellent verbal, listening, and written communication skills.
- Ability to effectively assess risk.
- Strong analytical and problem solving skills; able to identify, analyze and resolve issues. Attention to detail.
- Excellent interpersonal and communication skills. Ability to effectively interact with all levels of internal and external business partners.
- Ability to overcome objections, anticipate concerns, and work to overcome them.
- Ability to exercise independent judgment and make sound business decisions effectively.
- High degree of personal organization and time management skills. Ability to multi-task under tight timeline constraints, including ability to prioritize and perform successfully in a fast-paced environment.

### **Key Competencies Required:**

- Self-motivated and possesses the ability to positively motivate others.
  - Displays a willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions.
  - Strong work ethic, and the ability to demonstrate the willingness and ability to put forth level of work effort required to fulfill job duties as required.
  - Possesses professional appearance and attitude.
  - Displays good judgment and common-sense qualities.
  - Must be detail oriented to assure accuracy in dealing with client case files.
  - Possesses social and professional skills to develop and maintain productive relationships.
  - Ability to adapt well in a constantly changing environment. Flexible and non-judgmental.
  - Proficient in conflict resolution. Possesses the ability to listen, facilitate and mediate.
  - Highly developed organizational, time management and planning skills.
  - Possesses the ability to handle stressful situations and a high-volume workload in a consistently calm and productive manner.
  - Displays a willingness to accept new challenges and opportunities as a key to personal and professional growth.
  - Attention to detail and results orientated.
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## **PHYSICAL DEMANDS:**

The physical demands 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 of the position, provided no undue hardship would result.

- The individual is required to regularly sit at a computer and enter data for extended periods of time.
- The individual is required to listen and talk to individuals and before groups in the performance of the job.
- The individual is regularly called upon to deal with stressful situations and a high work volume.
- The individual is regularly required to stand, walk and drive for extended periods of time.
- The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms.
- The individual is occasionally required to lift up to 25 lbs.
- Position requires some travel and scheduling flexibility.

**JOB DESCRIPTION ACKNOWLEDGMENT:**

I have received a copy of my job description dated \_\_\_\_\_. The job description describes duties and responsibilities, which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (printed)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

**Please keep a copy for your records**

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