

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

<b>Position Code</b>
1. DEPTMGR4

## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency LEO-MSHDA
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description Departmental Manager-4	10. Division Rental Assistance
5. Working Title (What the agency calls the position) Audit and Program Services Manager	11. Section Audit and Program Services
6. Name and Position Code Description of Direct Supervisor BROOKS, MARSHALL; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor KEMMIS, LISA M; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work MSHDA 735 E. Michigan Ave. Lansing 48912 / Monday - Friday 8 a.m. - 5 p.m.

**14. General Summary of Function/Purpose of Position**

This position serves as the manager of the Audit and Program Services unit within the Rental Assistance and Homeless Solutions Division of the Michigan State Housing Development Authority (MSHDA). The position is responsible for the oversight and administration of three critical components of the statewide Housing Choice Voucher (HCV) Program: MSHDA Voucher Program Services (MVPS), case file auditing, and voucher portability.

The MVPS unit provides direct administration of the HCV program for assigned participants, including conducting annual and interim reexaminations, housing inspections, eligibility briefings, and other ongoing case management functions. The manager ensures that services are delivered in compliance with federal regulations, HUD performance standards, and MSHDA policies.

In the auditing function, the position oversees the review and evaluation of HCV case files to ensure accuracy, consistency, and adherence to program rules. This includes identifying systemic issues, recommending corrective actions, and supporting staff training and quality improvement initiatives.

The position also manages the voucher portability process, ensuring the accurate and timely coordination of incoming and outgoing portable vouchers in accordance with HUD guidelines and inter-agency agreements.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

**Duty 1**

**General Summary:**

**Percentage:** 35

Oversee MSHDA Voucher Program Services (MVPS)

**Individual tasks related to the duty:**

- Supervise and support staff responsible for direct administration of HCV services to assigned participants.
- Ensure timely and accurate completion of annual and interim reexaminations of participant eligibility.
- Oversee the scheduling and completion of NSPIRE inspections.
- Ensure that participant briefings are conducted in accordance with HUD and MSHDA guidelines.
- Monitor staff performance to ensure compliance with HUD regulations, MSHDA policies, and standard operating procedures.
- Review and approve determinations of initial and ongoing eligibility, including income, assets, expenses, and household composition.
- Ensure accurate and timely data entry into MSHDA's HCV program software.
- Provide guidance on the use and completion of required HCV forms and documentation.
- Coordinate with landlords and property managers to resolve issues related to tenancy, inspections, and lease compliance.
- Monitor and manage participant files to ensure completeness, accuracy, and readiness for audit.
- Support staff in addressing participant inquiries, complaints, and requests for reasonable accommodation.
- Ensure that all MVPS activities align with MSHDA's Administrative Plan and HUD regulations.

**Duty 2**

**General Summary:**

**Percentage:** 25

Manage Auditing of Case Files

**Individual tasks related to the duty:**

- Develop and implement audit protocols for HCV case files.
- Review case files for accuracy, completeness, and compliance.
- Identify trends and systemic issues in program administration.
- Recommend and implement corrective actions and process improvements.
- Coordinate with training staff to address knowledge gaps.

**Duty 3**

**General Summary:**

**Percentage:** 20

Administer Voucher Portability

**Individual tasks related to the duty:**

- Oversee the processing of incoming and outgoing portable vouchers.
- Ensure compliance with HUD portability guidelines and inter-agency agreements.
- Coordinate with other Public Housing Authorities (PHAs) to facilitate portability.
- Resolve issues related to billing, eligibility, and participant transitions.
- Maintain accurate records and reporting for portability activities.

**Duty 4**

**General Summary:**

**Percentage:** 15

Staff Supervision and Development

**Individual tasks related to the duty:**

- Assign work, set priorities, and monitor performance of customer service and administrative staff.
- Conduct annual performance evaluations and provide regular coaching and feedback.
- Identify training needs and coordinate professional development opportunities.
- Approve time and attendance and ensure compliance with Civil Service rules.
- Foster a positive and inclusive team culture that supports employee engagement and growth.

**Duty 5**

**General Summary:**

**Percentage:** 5

Other Duties as Assigned

**Individual tasks related to the duty:**

- Participate in special projects or initiatives as directed by leadership.
- Support cross-functional collaboration within the division.
- Perform other related duties as required to support program goals.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Independently makes decisions regarding employee hiring, leave approval, employee evaluations, work load distribution, staff training needs, and effective procedural guidelines.

**17. Describe the types of decisions that require the supervisor's review.**

Those decisions that go beyond the scope of knowledge for this position, and those that have potential Division and Agency-wide repercussions.

**18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Typical office environment. Statewide travel and/or virtual meetings with key stakeholders to discuss current and future projects. Statewide travel to train management companies, providing oversight and monitoring program.

**19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
YASSIN, REHAM M	DEPARTMENTAL ANALYST-E P11	MCCULLAR, KENDRA S	DEPARTMENTAL ANALYST-E P11
ELLISON, MARSHA D	DEPARTMENTAL TECHNICIAN-A 10	YORK, MARISSA E	DEPARTMENTAL TECHNICIAN-A 10
PASCUAL, MARICELA	DEPARTMENTAL TECHNICIAN-A 10	CASSEL, CAROLYN A	DEPARTMENTAL TECHNICIAN-A 10
DRIVER, SARA G	DEPARTMENTAL TECHNICIAN-A 10	TORRENS, KI'ARA	DEPARTMENTAL MANAGER-3 14frz

Additional Subordinates

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

<input checked="" type="checkbox"/> Complete and sign service ratings.	<input checked="" type="checkbox"/> Assign work.
<input checked="" type="checkbox"/> Provide formal written counseling.	<input checked="" type="checkbox"/> Approve work.
<input checked="" type="checkbox"/> Approve leave requests.	<input checked="" type="checkbox"/> Review work.
<input checked="" type="checkbox"/> Approve time and attendance.	<input checked="" type="checkbox"/> Provide guidance on work methods.
<input checked="" type="checkbox"/> Orally reprimand.	<input checked="" type="checkbox"/> Train employees in the work.

**22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?**

Yes

**23. What are the essential functions of this position?**

The Audit and Program Services Manager is responsible for overseeing critical components of the statewide Housing Choice Voucher (HCV) Program administered by the Michigan State Housing Development Authority (MSHDA). This position manages the MSHDA Voucher Program Services (MVPS) unit, which provides direct case management to HCV participants, including eligibility determinations, annual and interim reexaminations, housing inspections, and participant briefings. The manager ensures that all program activities are conducted in compliance with HUD regulations and MSHDA policies. Additionally, the position leads the auditing function, developing and implementing protocols to review case files for accuracy, completeness, and regulatory compliance, while identifying trends and recommending corrective actions. The manager also oversees the voucher portability process, ensuring the proper coordination of incoming and outgoing vouchers with other Public Housing Authorities. In a broader leadership capacity, the position provides strategic direction, supports policy development, monitors program performance, and participates in cross-functional initiatives to enhance program integrity and operational efficiency. These essential functions are vital to ensuring and maintaining the integrity of MSHDA's HCV program.

**24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

New position

**25. What is the function of the work area and how does this position fit into that function?**

The work area administers the Housing Choice Voucher (HCV) Program to provide rental assistance to low-income households across Michigan. This position manages key operational areas—direct case management (MVPS), auditing, and voucher portability—to ensure services are delivered efficiently, accurately, and in compliance with HUD and MSHDA policies. It plays a vital leadership role in maintaining program integrity and improving service delivery statewide.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

**EDUCATION:**

Possession of a bachelor's degree in any major.

**EXPERIENCE:**

**Departmental Manager 13 - 15**

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of training and supervisory techniques.

Experience in Housing Choice Voucher administration preferred.

Ability to organize, evaluate, and present information effectively.

Ability to interpret laws, rules, and regulations relative to the work

Ability to communicate effectively.

Ability to organize and coordinate the work of others.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

N/A

*NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.*

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

Supervisor

Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

***I certify that the entries on these pages are accurate and complete.***

AMBER MARTIN

1/8/2026

Appointing Authority

Date

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

Employee

Date