

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

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 and Homeless Solutions
5. Working Title (What the agency calls the position) HCV Program Manager	11. Section Operations
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 735 E Michigan Ave - Lansing, MI 48912 / Monday-Friday 8:00am-5:00pm

14. General Summary of Function/Purpose of Position

Serve as manager of operations staff and the computer systems for the Housing Choice Voucher and subsidiary programs. These programs bring over \$300 million in funds annually into the State of Michigan and serve more than 29,000 residents. The rules and regulations of these programs are continuously changing as is the computer system that manages all program data. The purpose of this position is to effectively manage both operations staff and the system software which includes establishing and leading workgroups to identify gaps in current program policies and procedures and recommending new criteria, revised standards, and guidelines by which efficiency and accuracy can be improved; developing goals for maintenance release testing, upgrade implementation, and contract management; evaluating and improving reporting structures for HUD's PIC, VMS, EIV, and REAC before creating reporting mechanisms to ensure that all data and reporting is accurate to prevent financial sanctions and a reduction in future funding.

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: 40

Manage, maintain and direct staff to ensure HUD compliance for the Housing Choice Voucher Program using computer systems that serve 250+ users daily.

Individual tasks related to the duty:

- Advise and assist the Executive Director and Director of RAHS in areas related to MSHDA and Housing Choice Voucher initiatives.
- Ensure that program and policy development is HUD compliant with the program systems and coordinated across MSHDA departments. This includes the use of proper methods, procedures or processes by others, and the facilitation of project plans and project strategies. Establish and monitor priorities, objectives, and procedures to meet HUD compliance.
- Assess and interpret ongoing HUD regulations and MSHDA policy to develop and maintain system updates and project schedules. This will include being the division liaison with Emphasys staff and MSHDA staff to create, test, and roll out software enhancements.
- In conjunction with assigned staff, determine new goals and performance evaluation tools to meet the agency's core mission and long-term operations while remaining in compliance.
- Research and implement tools for data collection systems which will prepare statistical and narrative reports to support the division and transmit to HUD's VMS, EIV, REAC and PIC systems.
- Represent the Director of RAHS and the Executive Director at related meetings for further system development and program enhancements.
- Oversight of payments to contracted partners ensuring compliance with HUD requirements for administrative fee spending.
- Oversight of the monthly performance monitoring of contracted partners ensuring compliance with signed contracts and that MSHDA's goals are being met under HUD's guidance.
- Oversight of 250+ applicant waiting lists, which includes opening/closing of waiting lists; purging/updating waiting lists, and accurate applicant waiting list draws to ensure compliance with HUD and SEMAP reporting.
- Oversight of the review, approval, and execution of approximately 700 HCV participant repayment agreements annually to ensure recapture of overpaid subsidy due to participant non-reporting or underreporting of income. This includes approving renegotiations of repayment agreement terms, when extenuating circumstances arise.

Duty 2

General Summary:

Percentage: 30

Create, develop, and maintain critical reports, data, and forms utilized by staff and contracted partners within the program management software, to ensure program objectives are met and HUD compliance is achieved.

Individual tasks related to the duty:

- Review required specifications and create strategies for new reports based on knowledge of policy, usability, and system data.
- Administrative rights granted to fully utilize the SQL Server to create, modify, and test queries or stored procedures that obtain report data from the system database.
- Perform rigorous data validation by evaluating multiple scenarios, comparing datasets, and checking against software records.
- Use report writing tools (currently Crystal Reports) to create, format, and update new and existing reports to be routinely used by contracted partners and internal staff.
- Granted high level permissions to load and test reports within program management software.
- Set proper user permission for system reports.
- Review functionality, accuracy, and efficiency of existing reports and make improvements.
- Research and test new functionality and security improvements.
- Review user feedback and evaluate the implementation of suggested report and form changes.
- Obtain required data using SQL queries.
- Administrative rights granted to create SQL scripts to update and insert data into database records.
- Perform rigorous data validation by evaluating multiple scenarios, comparing datasets, and checking against software records.
- Analyze data and make independent decisions on procedural changes based on knowledge of system database and program policy.
- Utilize experience with RAHS programs to develop creative reporting solutions that will assist staff in the identification of programmatic issues before they become audit findings.
- Provide custom datasets to MSHDA management, Executive officials, Board Members, outside partners, Federal/State government representatives, as requested.
- Provided MSHDA management with valid data sets that allow for accurate decisions in program policy and procedure.
- Identify and isolate data validity issues and then recommend fully structured solutions. Recommended solutions to improper data entry may include the development of user guides and/or training to end users. Recommended solutions to system caused issues may include contacting MSHDA-IT or vendor staff to develop a solution to the root cause.
- Responsible for responding quickly to Finance department requests regarding bank account SQL uploads into Elite for weekly payment processing, different 1099 solutions, and B Notice improvements.

Duty 3**General Summary:****Percentage: 10**

Division lead for software technology and software contract administration.

Individual tasks related to the duty:

- Research, develop, enhance, and implement a comprehensive statewide strategy for proposed technology and software initiatives to ensure HUD compliance for MSHDA's \$300 million voucher program.
- In conjunction with MSHDA Technical Services, development of the state mandated Request for Proposal for proposed technology, software, two-way education sharing tools with multiple state agencies and coordination of complete timeline for the continuous flow of system operation.
- Evaluate and interpret technology and software contract(s) to ensure vendor(s) are meeting state guidelines and contract requirements.
- Assume the leadership role to resolve problems with technology and software vendor(s) in a timely and accurate manner to ensure user availability.
- In conjunction with MSHDA Technical Services, provide administration and direction on the monitoring of the Emphasys contract budget limits and spending.

Duty 4**General Summary:****Percentage: 10**

Responsible for the management and coordination of HUD reporting and monitoring of all Housing Choice Voucher Program system implementation plans, measure progress, and monitor improvement.

Individual tasks related to the duty:

- Serve as the Agency Liaison with HUD for all PIC 50058 submissions and EIV compliance.
- Oversee the analysis and transmission of the weekly PIC 50058 submissions and interpret and manage staff to correct errors involved.
- Continuous monitoring of the PIC 50058 reports for accuracy and proper information.
- Analyze and identify with staff a plan of action to improve PIC reporting scores. This will include research and networking with other top national Public Housing Authorities to identify proposed submission tactics and formulation strategies to improve the submission rate for MSHDA.
- Act as the PIC Administrator for RAHS, which includes controlling security for the 250+ system users and assignment and rescission of access rights to ensure security of the HUD system for the Housing Choice Voucher Program.
- Act as the EIV Administrator for RAHS, which includes controlling security for the 250+ system users and assignment and rescission of access rights to ensure security of the HUD system for the Housing Choice Voucher Program.
- Monitor reports from the EIV and PIC system to ensure RAHS's compliance with the program requirements for required audits. Successful management will prevent sanctions and ensure future funding to manage the programs within RAHS.

Duty 5**General Summary:****Percentage: 10**

Development Training Coordinator for MSHDA's Housing Choice Voucher Program software and future technology solutions.

Individual tasks related to the duty:

- Staff, plan, and conduct training sessions and follow-up for the Housing Voucher Program to the 250+ system users. This includes conducting cross-training in the areas of program software, reports, HUD requirements and PIC transmissions. Participation will ensure efficient and timely voucher processing for the 29,000+ program participants.
- Staff and assist in program development for various cross-agency committees formed around issues including (but not limited to) the voucher program including DHS Data share, maintaining statewide database software and providing relevant data to Federal, State, and Local entities as required.
- Primary Staff Resource to maintain records, prepare reports, and compose correspondence relative to the Housing Choice Voucher Program for system related issues. This will be accomplished by utilizing Elite, PIC, Crystal Reports, and other computer systems and software.
- Review proposed policy changes and program developments to ensure feasibility of system implementation and PIC transmission for HUD compliance. This includes coordinating with vendors, contracted partners, and internal staff for preparation of response to Federal, State, Local, and internal auditors.
- Act as liaison to system users, including both internal and external partners, to develop successful strategies to complete high-impact signature projects that contribute to comprehensive redevelopment efforts.
- Represent and attend management meetings and other ad-hoc workgroups for the Housing Choice Voucher Program system related issues.

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

Independently make decisions regarding planning/assessment/evaluation associated with program software systems, agency-wide goals, and related policy. Develop guidelines, recommendations, and priorities based on in-depth analysis and evaluation. Identify and pursue opportunities for collaborative cross-systems resource development and enhancement. These decisions may impact division staff activities and functions and include the delegation of assignments related to data management, program modifications and day-to-day functions of the software.

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

Decisions that involve new commitment of agency resources (funding and/or staffing), and/or those that create new expectations/commitments for staff engagement or behaviors. Also, the purchase of IT equipment or major modifications to system contracts.

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.

Office environment with long-term computer work. Travel throughout Michigan with some to other states for trainings and conferences.

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.

NAME	CLASS TITLE	NAME	CLASS TITLE
HARSHMAN, TROY	DEPARTMENTAL MANAGER-3 14	COLLINS, SUNSHINE L	DEPARTMENTAL ANALYST-A 12
MEYER, MARK E	DEPARTMENTAL ANALYST-E P11	WIKTORSKI, KYLE R	DEPARTMENTAL SPECIALIST-2 13
SOBER, DANELLA R	DEPARTMENTAL ANALYST-E P11		

Additional Subordinates

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

- | | |
|--|---|
| ☒ Complete and sign service ratings. | ☒ Assign work. |
| ☒ Provide formal written counseling. | ☒ Approve work. |
| ☒ Approve leave requests. | ☒ Review work. |
| ☒ Approve time and attendance. | ☒ Provide guidance on work methods. |
| ☒ Orally reprimand. | ☒ 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?

Serve as manager of operations staff and the computer systems for the Housing Choice Voucher and subsidiary programs. These programs bring over \$300 million in funds annually into the State of Michigan and serve more than 29,000 residents. The rules and regulations of these programs are continuously changing as is the computer system that manages all program data. The purpose of this position is to effectively manage both operations staff and the system software which includes establishing and leading workgroups to identify gaps in current program policies and procedures and recommending new criteria, revised standards, and guidelines by which efficiency and accuracy can be improved; developing goals for maintenance release testing, upgrade implementation, and contract management; evaluating and improving reporting structures for HUD's PIC, VMS, EIV, and REAC before creating reporting mechanisms to ensure that all data and reporting is accurate to prevent financial sanctions and a reduction in future funding.

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 manages the data required to provide HUD with the necessary reporting of program participants. The function of this position is to effectively manage both Operations staff and the system software as well as repayment agreement staff.

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

Appointing Authority

10/1/2025

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