

RIHousing – Quality Assurance Officer

Salary - \$68,383.00 - \$95,736.00

Please note: This pay range represents the base annual full-time salary for all positions within this job grade. The actual salary offered will depend on factors such as experience and other job-related- qualifications.

What we are all about:

We are seeking a dynamic professional to serve as a Quality Assurance Officer in our Leased Housing Department. This position is responsible for conducting quality assurance reviews of participant files across the Leased Housing programs (HCV, PBV, Special Programs, and FSS) to ensure compliance with federal (HUD) and state regulations, as well as RIHousing's Administrative Plan. The individual will regularly evaluate departmental procedures and provide process-improvement recommendations to the Division Director and Assistant Director.

This is a hybrid position based in **Providence, Rhode Island**, where you will be an integral part of our **Leased Housing & Rental Services** team. The role is designed for face-to-face collaboration and direct involvement in our office environment.

What you'll do daily:

- Maintain comprehensive knowledge of all Leased Housing programs (HCV, PBV, Mod Rehab, FSS, EHV, etc.) and stay current with federal and state regulatory updates.
- Conduct monthly quality control reviews of participant files, including initial lease-ups, annual and interim recertifications, rent increases, terminations, and change-of-unit certifications.
- Complete detailed checklists for each file review to verify accuracy and ensure all errors are properly addressed.
- Prepare quarterly summaries of recurring errors and policy misapplications, and assist in setting measurable goals to reduce risks and improve accuracy.
- Produce required monthly compliance reports and analyze quality control data to track error rates, file status, and certification activity.
- Support preparation and submission of annual HUD and financial audits, including SEMAP.
- Collaborate with the Leased Housing management team to develop training materials, gather example documents, and identify issues for staff development.
- Identify, recommend, and support the implementation of process improvements, including the development of standard operating procedures to promote consistent operations.
- Conduct ongoing reviews of HUD guidance, PIH notices, federal and state regulations, and internal policies, and participate in off-site and remote training to ensure continued compliance with the Administrative Plan.
- Monitor error-correction efforts and provide statistical reports to support ongoing quality improvement.
- Complete special projects and design program-specific training as assigned.

- Investigate inquiries from HUD and legal services, consult with Senior Legal Counsel on corrective actions, and assist in drafting timely written responses with supporting documentation.
- Conduct workflow analyses to identify procedural deficiencies and recommend strategies to streamline processes and enhance productivity.

What success looks like in this position:

- Five years of related housing management experience
- Strong working knowledge of HUD regulations related to the Housing Choice Voucher & Project Based Voucher program
- Strong verbal and written communication skills, with the ability to communicate effectively across the division and with external partners.
- Organizational and computer skills
- Strong attention to detail, with the ability to investigate issues, research, and identify discrepancies.
- Strong time management skills, with the ability to plan, prioritize, multitask, and meet deadlines in a fast-paced environment.
- Strong executive functioning skills, with the ability to analyze information, evaluate results, and implement the best solution to mitigate foreseeable risk and errors.
- Property management certification strongly preferred
- Bachelor's degree in real estate, business administration, or related field preferred; and/or equivalent work experience required

Not sure if you meet all the qualifications? Let us decide!

Why RIHousing:

- Mission-Driven Organization
- Dedicated Workforce
- Parking Stipend
- Medical/Dental/Vision/Life Insurance
- Paid Time Off
- Retirement Options
- Flexible Work Hours
- If Position Eligible, Future Hybrid Work May Be Available
- Education Reimbursement
- Onsite Fitness Classes
- Volunteer Days
- Winner of “Best Places to Work” 2016, 2018, 2019, 2021 – 2026
- Greater Providence Chamber of Commerce Worksite Health Award 2013 – 2025
- PBN's Healthiest Employers of RI 2025 & 2026

About RIHousing:

RIHousing works to ensure that all people who live in Rhode Island can afford a healthy, attractive home that meets their needs. RIHousing provides loans, grants, education, and assistance to help Rhode Islanders find, rent, buy, build, and keep a good home. Created by the General Assembly in 1973, RIHousing is a self-sustaining corporation and receives no state funding for operations.

Please apply through our career site: <https://www.rihousing.com/careers/>

- Contact Name: Rebecca Barrett
- Contact Email: rebarrett@rihousing.com
- Contact Phone: 401-443-1643