

## **RIHousing – Manager Quality Control**

RIHousing is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

### **What it's all about:**

This position is responsible for the quality control review of RIHousing's federally funded programs including but not limited, to those programs authorized under the Coronavirus Aid, Relief, and Economic Security (CARES) Act and the American Rescue Plan Act of 2021. The position will provide independent and objective oversight to ensure that quality control issues are appropriately evaluated, investigated, and resolved. The position will communicate and interact with senior staff and program managers. This position will continue while grants are funded and the programs are active.

### **What you'll do on a daily basis:**

The incumbent manages the day-to-day quality control review function for federal programs to avoid financial exposure to Rhode Island Housing that could result from faulty documentation or underwriting. All such reviews are then documented. The incumbent ensures that any deficiencies, including errors and omissions, are corrected through appropriate instructions and follow-up with program managers and senior staff.

The incumbent is responsible for reporting deficiencies found during the review process and identifying trends in order to provide consistent and timely feedback to program managers and senior staff.

The reviews and corrective action results are reported to program managers and directors and made part of regular monthly reporting. The incumbent is responsible for completing such Quality Control reports. Reports include individual loan review results, statistical data, and analysis.

This position ensures that federal programs comply with laws, guidelines, and regulations related to program funding and regulatory and agency guidelines. In this regard, the incumbent keeps current on applicable federal/state laws and regulations and advises program managers of changes. This position recommends changes to Program Quality Control Plans as appropriate.

The incumbent performs a variety of administrative functions on a daily basis to ensure the integrity of the quality control program. These include, but are not limited to, composing routine correspondence, compiling reports and distribution lists, maintaining appropriate follow-up logs to ensure requested documentation/verifications are received, and filing the same.

### **What you'll bring to the team:**

- Manages the federal program's quality control function to avoid any financial exposure as a result of faulty loan production practices, documentation, underwriting, or fraud.
- Conducts file reviews and analyses; prepares findings, corrective action, and appropriate reports; and presents same to program managers, directors, and Executive Director to facilitate appropriate action.
- Provides technical support to division managers when needed.
- Performs special assignments, projects, or research as directed.

#### **What you'll need to succeed:**

- Minimum four years experience in governmental or housing agency industry
- Familiar with federal housing and subsidy programs
- Strong analytical, problem solving, and computer skills
- Excellent verbal and written communications skills
- Bachelors degree in business administration or related field

#### **Why RIHousing:**

- Mission-Driven Organization
- Dedicated Workforce
- Competitive salary
- 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
- Worksite Health Award 2013-2021

**RIHousing** strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs. A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

To achieve our mission, we:

- Offer fair, affordable, and innovative lending programs.
- Provide housing-related education to consumers and others.
- Promote and finance sensible development that builds healthy, vibrant communities.
- Provide housing grants and subsidies to Rhode Islanders with the greatest need.
- Team up with partners to improve everything we do.

**RIHousing** uses its resources to provide low-interest 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 privately funded public purpose corporation. RIHousing requires its employees to be highly motivated and knowledgeable, have a sound understanding of the changing needs of Rhode Island's housing market, be willing to work within and toward a smoothly integrated operation, demonstrate a commitment to serve the people of Rhode Island, especially those with low and moderate incomes in need of safe and affordable homes, and possess a high level of integrity and deep respect for all Rhode Islanders, including customers, partners, and fellow employees.