



## Compliance Manager

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**Department:** Asset Management & Compliance  
**Reports to:** Compliance Director  
**FLSA Status:** Exempt

**Position Overview:** The Compliance Manager oversees the day-to-day activities of the Compliance department to ensure all SAHA properties are in compliance with all rules and regulations set forth by the Department of Housing and Urban Development, the California Tax Credit Allocation Committee, all investors, other regulatory agencies, SAHA and its affiliates.

**Primary Duties & Responsibilities** include but are not limited to the following:

- Supervises Compliance Specialists and indirectly supervises and provides leadership to Compliance Coordinators. Supervision and leadership includes but is not limited to coaching and mentoring, managing performance, accountability and staff development.
- Ensures that all policies and procedures are in keeping with SAHA's equity, diversity and inclusion goals and mission.
- Works with team members to create and implement equity-centered processes, policies, and practices, and systems.
- Reviews and monitors changes in regulatory and reporting provisions of government agencies, e.g., TCAC and HUD, etc. Disseminates this information to property management personnel both on-site and in the corporate office.
- Maintains master regulatory files, and ensures Compliance Spreadsheet is up to date.
- Monitors compliance at all properties, including reporting and following up on compliance issues until resolved.
- Acts as HUD Online Secure Systems Coordinator for the purposes of REAC, EIV, TRACS, etc. Provides access to and account management of Enterprise Income Verification (EIV).
- Attends HUD industry meetings and other regulatory agency meetings as required and appropriate.
- Oversees voucher transmissions to ensure monthly HAP payment.
- Serves as compliance resource, including researching, interpreting, and providing guidance on higher level compliance issues.
- Oversees onboarding training to new staff about general compliance policies and procedures.
- Meets with property management team, real estate development, resident services and partner agencies to develop leasing strategies and provide feedback specific to occupancy compliance and new lease-up.
- Ensures that all regulatory documentation, marketing plans, LAPs, resident selection policy, lease documents, applications and other required documentation are kept up to date at all times.
- Ensures that all original move-in resident files and waiting lists for new lease-ups are maintained in compliance with program requirements.
- Ensures all resident move-in files are approved for accuracy and compliance with rent, utility allowances, income limitations, and all other regulatory requirements, partnership agreements, and other program requirements involved.
- Reviews and troubleshoot internal Yardi issues related to Compliance.
- Serves as the Section 504 Coordinator and manages the processing and approvals of reasonable accommodations and modifications.

- Oversees appeals related to application denials.
- Provides guidance on fair housing issues.
- Additional duties as assigned.

### **Qualifications: Skills, Knowledge and Abilities**

*To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Education and/or Experience:**

- Minimum 5 years of related experience in affording housing compliance.
- Extensive knowledge and experience with HUD, TCAC and other affordable housing rules and regulations is required.
- Proficiency in Yardi software is preferred.
- Bachelor's degree (in any field) is a plus.

### **Certifications or Licenses:**

- Current Certified Occupancy Specialist (COS).
- Current Tax Credit Specialist (TCS).

### **Skills, Knowledge & Abilities:**

- Ability to team build, train and motivate others.
- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment.
- Ability to handle daily responsibilities and projects with minimal direction.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Must be pro-active in identifying and proposing solutions with the ability to exercise sound judgment in all matters.
- Excellent written, oral and presentation skills, writing sample required.
- Must be accurate and highly detail-oriented with follow-through skills.
- Ability to work collaboratively with different levels of management, government agencies and other internal and external stakeholders.
- Proven ability to conduct research, coordinate multiple projects, solve problems, prepare/update supporting documentation and maintain records.
- Ability to work under pressure and successfully meet deadlines.
- Excellent decision-making, interpersonal and time management skills.
- Must be able and willing to travel to all company locations to carry out duties and responsibilities associated with compliance and occupancy issues.
- Ability to handle shifting and multiple priorities in a fast paced, growth environment.
- Flexible, creative and well organized.
- Ability to work harmoniously in a multi-cultural team.

### **Supervisory Responsibilities:**

- Directly supervises up to two Compliance Specialists.

### **Mathematical Skills:**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

- Ability to apply concepts such as fractions, percentages, and proportions to practical situations.

**Physical Demands:**

- Simple grasping and fine manipulation, sitting at a desk, and using a computer and telephone for extended periods of time.
- Intermittently twisting to reach objects near the desk, standing, walking, bending reaching and occasionally lifting or moving objects which may weigh up to 25 pounds.
- Approximately 20% of the position involves travel throughout the Bay Area.

**Work Environment:**

This job is mainly conducted in an open office environment where noise and temperature variations are minimal. Teleworking may be available approximately 2 days a week; however, this may change based on department and organizational meetings and trainings that may need to occur in person. This role may include traveling to properties within SAHA's portfolio depending on any investigation needs, events or trainings. This role may also include peaks of stress related to urgent employee relations matters.

This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this position. While this job description is intended to be an accurate reflection of the current position, management reserves the right to modify the position or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

**At SAHA, we are committed to working towards Equity, Diversity, and Inclusion every day.**

We believe that every person deserves a home and that our staff should reflect the diversity of the communities we serve. As an equal opportunity employer, we seek to foster an environment that values and respects the differences of our staff because we know that as an organization we are stronger and benefit from the experiences and perspectives that only a diverse and inclusive community brings.

*Satellite Affordable Housing Associates is an Equal Opportunity Employer.*