

## **State Rental Assistance Data Systems and Performance Analyst - (21000XJ)**

**Official Title:** Housing Program Specialist II

**Functional Title:** State Rental Assistance Data Systems and Performance Analyst

**Primary Location:** United States-Massachusetts-Boston-100 Cambridge Street

**Job:** Community and Social Services

**Agency:** Department of Housing & Community Development

**Schedule:** Full-time

**Shift:** Day

**Job Posting:** Jan 28, 2021, 9:24:16 AM

**Number of Openings:** 1

**Salary:** \$58,390.54 - \$83,591.56 Yearly

**Bargaining Unit:** 06-NAGE - Professional Admin.

**Confidential:** No

The State Rental Assistance Data Systems and Performance Analyst provides administrative, programmatic, and technical support to the state rental assistance programs, which include the Massachusetts Rental Voucher Program (MRVP), Alternative Housing Voucher Program (AVHP), Department of Mental Health Rental Subsidy Program (DMHRSP), and Housing Consumer Education Centers (HCECs), within the Division of Rental Assistance (DRA). This position is responsible for continuing to develop and maintain the Common Housing Application for Massachusetts Programs (CHAMP) and the State Oversight of Housing Assistance (SOHA) systems. This position is responsible for designing, building, and running regular and ad hoc reports to analyze policy implications and program performance from these systems, as well as the Client Management System (CMS) for HCEC. The State Rental Assistance Data Systems and Performance Analyst is responsible for ensuring state rental assistance data is well-organized, quality-controlled, and accessible at all times. The incumbent is required to acquire a solid understanding of rental assistance programs in order to understand the relevant data points to respond to policy questions. The incumbent is expected to work closely with, and respond to data and reporting requests from, all program staff.

### **DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):**

1. Work with the Assistant Director and Division of Public Housing to complete the addition of MRVP into CHAMP.
2. Work with the Assistant Director and software developers to complete SOHA.
3. Support the division in managing, maintaining, cleaning, and analyzing all state rental assistance program data, and producing reports, visualizations, and presentations with data from SOHA, CHAMP, and CMS.
4. Work with Assistant Director and state rental assistance staff to follow up on audit findings within the Division of Public Housing's Performance Management Review system.
5. Identify and build datasets and reports from CHAMP, SOHA, and CMS that can be used to establish program benchmarks in order to monitor program performance.
6. Develop canned reports within various systems for general use by DHCD and Regional Administering Agencies (RAA) staff. Respond to ad hoc requests for customized reports from DHCD staff and stakeholders.

7. Work with DRA staff to implement quality assurance benchmarks and systems for state rental assistance programs.
8. Conduct ad hoc quality assurance audits to monitor implementation of new policies and procedures, as required.
9. Provide technical support for information systems used by the division staff and housing agency staff, as required.
10. Coordinate with Division of Public Housing on updates and maintenance of state rental assistance programs in CHAMP.
11. Once complete, work with software developers to continue to maintain and update SOHA.
12. Other duties as assigned.

**PREFERRED QUALIFICATIONS:**

1. Experience with any of the following is preferred: APIs, MySQL, Business Intelligence Tools (Microsoft Power BI, Tableau, etc.), statistical analysis software (Stata, etc.).
2. Extensive experience with Microsoft Office applications, including Word and Excel. Proficient in Access.
3. Ability to communicate clearly and effectively both orally and in writing, with attention to detail and thoroughness for program evaluation and follow-up.
4. Knowledge of the principles of rental assistance and housing development including terminology.
5. Strong analytical capabilities and demonstrated experience with data analysis and presenting of findings.
6. Understanding of Local Housing Authorities and/or Regional Administering Agencies, Service Providers, and advocacy networks and organizations preferred.
7. Ability to take initiative, work independently with minimal supervision and collaboratively in a team setting.
8. Excellent time management skills, including the ability to prioritize work, escalate issues, adjust to changing priorities and meet required deadlines.

**MISSION STATEMENT:**

Department of Housing and Community Development (DHCD) is within Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents. DHCD's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance and financial resources to promote safe, decent affordable housing opportunities, economic vitality of communities and sound municipal management.

**COMMENTS:**

**Please upload resume and cover letter.**

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

**QUALIFICATIONS:**

**First consideration will be given to those applicants that apply within the first 14 days (by 02/11/21).**

Minimum Entrance Requirements:

Applicants must have at least (A) three years of full-time, or equivalent part-time, professional experience in real estate management, property management, public housing program management, public housing program development or public housing program administration, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. An Associate's degree with a major in real estate, public administration, business administration or business management may be substituted for a maximum of one year of the required experience.\*

II. A Bachelor's degree in real estate, public administration, business administration or business management may be substituted for a maximum of two years for the required experience.\*

III. A Master's or higher degree with a major in public administration, business administration or business management may be substituted for the required experience.\*

\*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Special Requirements: Based on assignment, possession of a current and valid Massachusetts Motor Vehicle Operator's License may be required.

**If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Marjorie Lalli – 617-573-1254**

**An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.**

**HOW TO APPLY:**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=210000XJ>