



JOB DESCRIPTION

HOUSING PROGRAMS COORDINATOR	FLSA Status: Non-Exempt
Prepared Date: 1.2026	Department: Housing
Effective Date: 1.2026	Reports to: Weatherization & Housing Director

POSITION SUMMARY

The Housing Program Coordinator oversees the daily operations, planning, coordination, compliance, and administration of the NEICAC Housing Program. This role ensures that properties remain in full compliance with federal, state, and Iowa Finance Authority (IFA) requirements, while supporting high standards in property management, tenant services, and asset preservation. The position aligns with the mission of Northeast Iowa Community Action Corporation (NEICAC) to provide safe, stable, and affordable housing for individuals and families. The coordinator serves as a primary point of contact for clients, tenants, contractors, vendors, and partner agencies and programs, facilitating program compliance, effective service delivery, and positive housing outcomes. Flexibility to work outside of regular business hours is required.

NEICAC's Core Values are Growth, Adaptability, Respect, Responsive, Compassion, and Collaboration. The Housing Programs Coordinator is expected to exemplify these core values and to implement departmental policies and procedures that reflect and promote them in service delivery.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Agency Related:

- Must always maintain confidentiality.
- Must always represent NEICAC in a positive and professional manner.
- Must attend training as requested to demonstrate a continued effort to grow professionally.
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation
- Attend all agency-wide trainings.
- Must travel extensively within service area and occasionally out of service area.
- Establish a collaborative and communicative relationship with fellow staff.
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential.
- Flexibility to work outside of regular business hours required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Regulatory Compliance & Monitoring (HOME/LIHTC/IFA)

- Coordinate and monitor compliance with HOME and LIHTC regulations, including IFA rules, IRS Section 42 requirements, and applicable federal and state laws.
- Maintain accurate compliance files for each property and household (tenant income certifications, rent calculations, utility allowances, lease, non-compliance documentation).
- Conduct annual income certifications in accordance with LIHTC and HOME requirements.



- Ensure rent amounts and utility allowances are set correctly, within program limits, and updated as required.
- Prepare for, coordinate, and respond to IFA compliance monitoring, physical inspections, and file audits.
- Track compliance deadlines and submit required reports, certifications, documentation, and input data for IFA portals as required.
- Ensure fair housing and equal opportunity compliance in all tenant selection and occupancy practices.
- Support audits by providing documentation and responding to findings or corrective action requirements.
- Maintain annual compliance for Sold Lease Purchase Homes, including calculating recapture amounts and filing mortgage releases.

Property Operations & Maintenance

- Coordinate maintenance with tenants, contractors, and vendors to ensure properties meet housing quality standards such as NSPIRE and maintain a safe living environment.
- Conduct unit inspection, turnover coordination, and make-ready arrangements in a timely manner.
- Monitor vacancy rates, leasing documentation, housing program forms, and unit eligibility to ensure continued program compliance and financial viability.
- Troubleshoot maintenance-related issues and seek appropriate remedies.
- Perform general maintenance tasks (installing smoke/CO detectors, moisture alarms; changing light bulbs; coding keypad entries).
- Obtain general supplies, order appliances, and coordinate deliveries.
- Oversee maintenance and services contracts.
- Ensure proper documentation of contractor insurance and other applicable required documents to align with NEICAC policies and procedures.
- Record annual assessed value and property tax for all program properties.
- Assist with capital needs planning and long-term asset management strategies by developing and maintaining a property maintenance plan (in collaboration with the Weatherization & Housing Program Director).

Tenant Services, Leasing & Occupancy

- Oversee all Housing-related forms, compliance, tenant application, eligibility determination, leasing, maintenance coordination, and recertification processes.
- Respond to tenant concerns, after-hours emergencies, complaints, and compliance-related issues in a professional and timely manner.
- Coordinate reasonable accommodation requests and ensure lawful documentation.
- Work collaboratively with internal departments to produce client resource lists, area landlord lists, promote assistance programs, and provide referrals to clients and tenants.

Procurement, Vendor & Contractor Management

- Support procurement and contractor oversight in accordance with agency and funding requirements.
- Oversee maintenance and services contracts.
- Ensure proper documentation of contractor insurance and other applicable required documents to align with NEICAC policies and procedures.
- Track and approve contractor & vendor invoices.



Finance, Budgeting & Reporting

- Provide fiscal staff monthly rent schedules and reconciliation of other tenant-related charges.
- Process rental and laundry income; track and approve contractor & vendor invoices.
- Assist with operating budgets, grant tracking, and program performance reporting.
- Support audits by providing documentation and responding to findings or corrective actions.
- Maintain annual compliance for Sold Lease Purchase Homes (including calculating recapture amounts and filing mortgage releases).
- Record annual assessed value and property tax for all program properties.

Grants & Program Development

- Assist with grant implementation, oversight, track deadlines, expenditures, and required documentation.
- Seek grant funding opportunities; assist with application and compliance processes.
- Participate in program planning, policy development, and continuous improvement initiatives.
- Participate with housing-related groups, committees, boards, housing-related research; provide input for NEICAC Community Needs Assessment.

Training, Outreach & Stakeholder Engagement

- Attend trainings to further knowledge of affordable housing programs, program compliance, fair housing, inspection standards, tenant and landlord rights.
- Engage in activities to increase awareness of housing needs of low-income individuals and families (social media content, dashboard updates, webpage information, promotional content).
- Work collaboratively with internal departments to produce client resource lists, area landlord list, promote assistance programs, and provide referrals to clients and tenants.

SUPERVISORY RESPONSIBILITIES

Indirect supervision of any contracted maintenance or custodial services (do not need to be present when they are performing the work).

REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

Associate's Degree (AA) and one-year related experience; or equivalent combination of education and experience. Experience working with low-income or community programs and/or property management experience preferred. Computer experience and/or training also required.

PRACTICAL SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to provide detailed documentation and utilize critical thinking skills. Ability to effectively present information and respond to questions from general public, managers, tenants, customers, and outside agencies. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to



compute rate, ratio, and percent. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES & REGISTRATIONS

Obtain Public Notary registration. Training will include but not limited to: Property Management & Maintenance, Low Income Housing Tax Credit, HOME Program, NSPIRE, HOTMA, and Fair Housing.

Must have valid driver's license and carry NEICAC levels of automobile insurance. Must be bondable and satisfactorily complete a criminal records check.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

EMPLOYEE SIGNATURE

My signature below acknowledges that I have received, read and understand the above job description. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature _____ Date _____

Printed Name: _____