

POSITION DESCRIPTION  
COVER SHEET

REASON FOR THIS POSITION

1. NEW <input checked="" type="checkbox"/>	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8) <input type="checkbox"/>	3. REPLACES PD NUMBER (8) <input type="checkbox"/>
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RECOMMENDED

4. TITLE Program Analyst	5. PAY PLAN (2) GS	6. SERIES (4) 0343	7. GRADE (2) 14
8. WORKING TITLE (Optional)		9. INCUMBENT (Optional)	

OFFICIAL

10. TITLE PROGRAM ANALYST						
11. PP (2) GS	12. SERIES (4) 0343	13. FUNC.(2)	14. GRADE(2) 14	15. DATE (mm/dd/yyyy) 05/11/2004	16. I/A <input checked="" type="checkbox"/> yes <input type="checkbox"/> No	17. CLASSIFIER (Name) William A. Boykins

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st U.S. Department of Housing and Urban Development	5th
2nd Assistant Secretary for Public and Indian Housing	6th
3rd DAS for Public Housing and Voucher Programs	7th
4th Office of Housing Voucher Programs	8th

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE <i>Deborah Hernandez</i>	20. DATE (mm/dd/yyyy) 04-12-04	22. SECOND LEVEL SUPERVISOR'S SIGNATURE <i>William O. Russell</i>	23. DATE (mm/dd/yyyy) 04-12-04
21. SUPERVISOR'S NAME Deborah Hernandez	24. SECOND LEVEL SUPERVISOR'S NAME William O. Russell		
21a. SUPERVISOR'S TITLE Director, Office of Housing Voucher Program	24a. SECOND LEVEL SUPERVISOR'S TITLE Deputy Assistant Secretary, Office of Public Housing and Vou		

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required	FL 1-8	1550	6. Personal Contacts	FL 6 and 7	3c	
2. Supervisory Controls	FL 2-5	650	7. Purpose of Contacts	combined	180	
3. Guidelines	FL 3-5	650	8. Physical Demands	FL 8-1	5	
4. Complexity	FL 4-5	325	9. Work Environment	FL 9-1	5	
5. Scope and Effect	FL 5-6	450	TOTAL POINTS		3815	
					GRADE	14

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE <i>William A. Boykins</i>	30. DATE (mm/dd/yyyy) 05-12-2004
31. NAME William A. Boykins	31a. TITLE Human Resources Specialist
32. REMARKS FPL=14; BUS CODE=0015; FLSA=E; OPM PCFlysheet for Mgt & Prog Series, GS-343, TS-98	33. OPM CERTIFICATION NUMBER Adm Analysis GEG, TS-98

**Office of Public and Indian Housing  
Office of Housing Voucher Programs**

**Program Analyst  
GS-0343-14**

**INTRODUCTION**

This position is located in the Office of Public and Indian Housing, Office of Housing and Voucher Programs. The incumbent in this position serves as a Program Analyst carrying out functions directed at ensuring accurate and timely data regarding the management operations, expenditure of funds, and projected future funding requirements for the Section 8 Voucher Programs.

The incumbent serves as a source of expertise to Headquarters staff, State/Area Offices, Management and/or Program Centers, HUB Offices and Public Housing Agencies/Authorities (PHAs) on the voucher programs. This requires knowledge of all phases and aspects of the Departmental statutes and regulations.

**DUTIES AND RESPONSIBILITIES:**

The incumbent is responsible for responding to customer needs and preparing requests focused on the needs of Section 8 voucher program clientele. The Program Analyst works on special projects and identifies administrative needs and problems. (Mandatory element)

The incumbent assists in the development of correspondence, reports, brochures, newsletters, and other publications designed to provide information about Section 8 Voucher programs to the state or area offices, private industry, special interest groups, resident organizations/ councils or the like, and the general public.

The incumbent works with staff to establish policies and procedures for the implementation and administration of the rental assistance and homeownership voucher programs.

The incumbent prepares in draft and final format program and financial notices to be placed Departmental clearance in accordance with statutory and regulatory guidelines, for the rental assistance and homeownership program. The incumbent is a responsible point of contact for public housing agencies, tenants, resident councils, management, organizations, and public housing agencies. Functions include, but are not limited to, resolving problematic issues by identifying appropriate guidance and advice, and identifying solutions and programmatic obstacles to prevent conflict with housing policies as they relate to the rental assistance and homeownership programs.

The incumbent provides technical assistance, guidance, and training to housing agencies, and staff within the Division and other segments of HUD on the rental assistance and homeownership programs.

Prepares for signature by the Secretary, Deputy Secretary, Assistant Secretary, General Deputy Assistant Secretary, Deputy Assistant Secretary for Public Housing Voucher Program, and Director, Office of Housing Voucher Program responses to inquiries received from congressional representatives, the White House, industry representatives, special interest groups, and the general public.

Prepares reports with recommendations, which are accurate and timely and provide practical alternatives for the effective resolution of problems. Assures timely resolution of findings and implementation of actions, that is, to the extent practicable and within the management control, to correct problems and/or improve operations for financial management control. (Mandatory element)

Provides assistance in the management of PIH programs in accordance with the HUD Annual Performance Plan, PIH Management Plan and related statutory and regulatory requirements i.e., making extra effort to improve service and increase productivity and effectiveness resulting in improvements that are cost-effective, timely and high quality in nature. (Mandatory element)

Researches, analyzes, and drafts material on accomplishments of voucher programs for a wide variety of speeches, briefings, reports, program brochures, clearinghouses, newsletters, teleconferences, videos, and other publications issued to a broad spectrum of audiences. Works in concert in presenting to the public the overall development of policies, procedures, and operating guidelines for rental assistance and homeownership programs.

Identifies and designs appropriate quality standards to measure customer satisfaction and performance trends, maintains data, identifies and secures needed resources, and produces final product which responds to the overall mission of the project.

Incumbent performs studies of the program administered by the Office and prepares analytical reports on various management aspects of the program to evaluate the effectiveness of automated procedures in meeting program objectives, determine where problems exist, and recommend solutions.

Screens, reviews, and evaluates a variety of matters coming before the Director and/or Deputy Assistant Secretary to assure that all aspects have been adequately developed to provide a sound basis for action. As appropriate, presents advantages and disadvantages of alternative solutions and makes recommendations.

Composes and designs or directs the development of "how-to" resource books for use by Departmental consultants, technical assistants, field and active community and public interest groups concerning the operation of voucher programs.

Participates in discussions and conferences with key officials and other relevant staff concerning the basic policies and approaches to be utilized in working out differing opinions and ideas on how best to present certain information.

Acts as a programmatic, technical resource to Headquarters, State/Area Offices, HUB Offices, and Management Centers on the various programs under the jurisdiction of the Office of Housing Voucher Program.

### **SUPERVISION AND GUIDANCE RECEIVED**

The incumbent reports directly to the Director, Office of Housing Voucher Program. The Director provides overall and general direction with assignments in terms of the Division's mission requirements. The incumbent:

Works with Director in developing goals, tasks, and deadlines;

- Often takes the initiative in identifying and assuming responsibility for major assignments;
- Coordinates effort(s) with other concerned parties both within and outside of HUD, usually resolving differences without assistance;
- Represents the Office to external organizations and individuals, and independently handles difficult tasks requiring considerable skill and judgment; and
- Maintains workflow with minimal involvement of supervisor.
- Tasks involving complex issues with significant statutory and regulatory implications are reviewed for effectiveness in carrying out program and Departmental objectives.

Work is reviewed for consistent interpretation of legal precedents (as provided in the statutes), equitable treatment of housing authorities, impact on Departmental policy and effectiveness in supporting program objectives. The incumbent's expertise is such that recommendations are usually accepted.

### **Factor 1 -- Knowledge Required by the Position**

Expert knowledge of the rules and regulations, statutes and other controlling documents pertaining to all programs administered by Public Housing Authorities and skill in applying evaluation methods as they relate to these programs.

Skills also include the ability to effectively communicate with various levels of management and functional (industry) groups on specific problems and be able to monitor the development of solutions to identified problems.

### **Factor 2 -- Supervisory Controls**

The incumbent reports directly to the Director, Office of Housing Voucher Program. Assignments are given in general terms based upon the Division's goals and objectives. The incumbent is responsible for carrying out assignments by determining, after identifying problem areas, what data should be evaluated to provide necessary information on which to formulate a plan of action for resolution of problematic issues.

Work is reviewed for consistent interpretation of legal precedents (as provided in the statutes), equitable treatment of housing authorities, impact on Departmental policy and effectiveness in supporting program objectives. The incumbent's expertise is such that recommendations are usually accepted.

### **Factor 3 -- Guidelines**

Guidelines include legislative statutes, Departmental regulations and other documents that might exist between HUD and various public housing authorities.

The incumbent uses judgment in deviating from established methods to obtain information on unusual cases and analyzes trends to clarify the need for changes to existing guidelines.

### **Factor 4 -- Complexity**

The work consists of complex data relating to the operations and administration of the Section 8 Voucher program within Public and Indian Housing and their cross-cutting relatives. The incumbent must be able to identify performance trends and deficiencies for all programs, factoring into the findings variances in program operations for different localities. The incumbent and other staff use these findings when developing solutions to problems or methods to reverse negative trends.

The incumbent may be asked to serve on national task forces or teams established by the Assistant Secretary, Deputy Assistant Secretary and/or the Director to assist in the development of procedural guidelines and/or policy.

#### **Factor 5 --- Scope and Effect**

The work involves evaluating and providing technical assistance on programs administered by public housing agencies; negotiating with PHA management and residents, resident organizations/ councils/ management corporations or the like, and working with other HUD staff within Headquarters, State/Area Offices, HUB Offices, Program Centers, Management Centers and others on cross-cutting issues or problems related to rental assistance and homeownership programs.

#### **Factor- 6 — Personal Contacts**

Contacts are with employees within Headquarters, State/Area Offices, HUB Offices, Program Centers, Management Centers, staff at the local/state government/ community level, staff at PHAs and residents, resident groups (councils, organizations and corporations). Such contacts are usually established on an irregular basis, inside and outside of the agency.

#### **Factor 7 — Purpose of Contacts**

Contacts are made to exchange information or clarify questions related to programmatic or Departmental policies to PHA staff, interested citizens, and other HUD employees. In addition, the incumbent may be frequently called upon to influence or persuade local housing officials to accept revised or modified schedules and plans or policy and technical requirements.

#### **Factor 8 — Physical Demands**

The work is usually sedentary and involves sitting comfortably to accomplish most tasks. No special physical demands are required.

#### **Factor 9 --- Work Environment**

The work involves normal risks or discomforts associated with working in an adequately lighted and ventilated office environment.