



Texas Department of Housing & Community Affairs
221 E. 11th Street, Suite 106
Austin, TX 78701
(512) 475-3800
Internet: www.tdhca.state.tx.us

Employment Announcement

Compliance Monitor in the Manufactured Housing, San Antonio Region Division

Job Posting Number: 19-015	State Classification: Auditor II/1044
Division: San Antonio Region	State Pay Grade: B17
Department: Manufactured Housing	Posting Date: January 17, 2019
Established Work Hours: 8:00 A.M. – 5:00 P.M.	Application Deadline: Open Until Closed By Division
Starting Salary: \$ 3,081.34 mo.	Duration: Full Time
Number of Openings: 1	Location: Austin, Texas

GENERAL DESCRIPTION

Performs routine (journey-level) reviews involving some investigative work. Work area will be San Antonio, Houston and South Texas. Responsibilities include conducting compliance reviews on licensed manufactured home retailers and installers, and preparing reports on findings within established time frames. May train others, assist with conducting investigations, and assist with coordinating and/or processing installation reports when necessary. May perform compliance reviews when needed. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

SPECIFIC JOB FUNCTIONS

- Conducts compliance reviews on manufactured home retailers and installers to ensure that all customer files and reports required by the division are in compliance with established laws, rules, and procedures.
- Strives to conduct a review every six months for each retailer and installer.
- Reviews investigative techniques, policies, and regulations and recommends improvements, changes, or modifications as appropriate.
- Works closely with licensed retailers and installers ensuring a good understanding of the required reports, records, forms, retention period, and deadlines.
- When infractions are identified, provides training on the records and reporting requirements for retailer and installers, with a focus on promoting positive communications and self-compliance.
- Performs review of retailer inventory.



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- Performs review of homes temporarily installed on retailer's lot, ensuring compliance with established laws and rules.
- Produces concise and accurate reports documenting results of review.
- Performs follow up inspections within established timeframes.
- Performs compliance reviews for the Asset Management Division of TDHCA.
- May assist with processing installation reports.
- May train others and/or assist with conducting investigations.
- Maintains reference material, procedures, and equipment/supplies issued by the Manufactured Housing Division.
- Participates in training activities as provided by the Department.
- Performs other work as assigned.
- **95% - 100% travel is required, with extensive overnight travel.**
- Responsible for becoming fully knowledgeable of the Department's Enterprise Risk Management Program and its affect in the Manufactured Housing division, including performing risk assessments of the Manufactured Housing division's high impact processes and identifying and communicating controls to mitigate unacceptable risks.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Graduation from an accredited four-year college or university.
- Experience and education may be substituted for one another.
- Minimum of three years mid-level administrative experience preferred.
- Experience in investigations, auditing, and/or training preferred

OTHER FACTORS

Knowledge, Skills, and Abilities:

- Ability to draft and write concise, complete, and accurate reports.
- Ability to establish and maintain effective working relations with other employees, license holders, public officials, and the general public.
- Ability to learn and retain information necessary to conduct the assigned duties of the position.
- Knowledge of general investigative principles, techniques, and procedures.
- Ability to represent the Division professionally, and promote voluntary compliance in the industry.
- Ability to be objective, fair, and neutral when communicating with industry.
- Ability to review files, interpret and apply laws and regulations; conduct interviews and gather facts; evaluate findings; prepare concise reports, and to train others.
- Ability to communicate effectively orally and in writing.
- Ability to promote positive communications.
- Experience in office and computer technology, Microsoft Word, Windows and Excel.
- Ability to travel extensively and work remotely from home.
- Ability to handle confidential matters and maintain confidentiality.



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- Ability to consistently provide excellent customer service to the public, customers, and staff.
- Ability to attend work regularly.
- Ability to prioritize work load

PHYSICAL REQUIREMENTS:

- Must be able to lift, carry, and push/pull 50 lbs.
- Must be able to effectively review multiple files and records, sometimes of multiple license holders in one day

OTHER:

Military Crosswalk information can be accessed at: [Military Crosswalk](#)

Must be willing to work in a non-smoking environment and adhere to all applicable Department policies and procedures. Must be willing to work overtime if necessary which may include nights and weekends. Must attend work regularly and adhere to approved work.

TO APPLY

To apply for an opening with TDHCA, you must complete the State of Texas Application for Employment electronically at www.WorkInTexas.com.

The State of Texas Application for Employment and other qualifying documentations must be submitted no later than 5:00 pm on the closing date of the job vacancy notice. For vacancies that are posted "open until filled" it is recommended that applications be submitted as soon as possible. **Online applications are stored on a secure site. Only authorized employees and hiring authorities have access to the information submitted.**

It is important that your application show all the relevant education and experience you possess. Please include all information requested, e.g. education, experience, previous compensation, reasons for leaving, and other information - do not leave any field blank. Applications may be rejected if incomplete.

Resumes will not be accepted in lieu of your online application.

ADDITIONAL INFORMATION

- Official transcripts or other minimum requirement validations will be requested of final applicants.
- A signed application will be required prior to employment.
- Criminal history checks will be conducted before an offer of employment is extended.
- Only applicants who are interviewed will receive written notification of posting results.

Thank you for considering employment at the Texas Department of Housing and Community Affairs. We fully recognize, honor and enforce the Uniformed Services Employment and Reemployment Rights Act (USERRA) and encourage opportunities to hire Veterans, Reservists and Guardsmen.



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Males born on or after January 1, 1960, between the ages of 18-26, will be required to present proof of Selective Service System registration on the first day of employment or proof of exemption from Selective Service registration requirement.

The U.S. Immigration Reform and Control Act of 1986 requires new employees to present proof of identity and eligibility to work in the United States. Failure to provide this information within the required timeframe will result in the offer being rescinded.

The Texas Department of Housing and Community Affairs is an Equal Employment Opportunity employer.