

## **HOUSING OPERATIONS PROGRAM MANAGER**

### CLASS DESCRIPTION

#### General Responsibilities:

This is highly responsible supervisory and managerial work in directing the programs, functions, and staff of the CDA Housing Operations within the Community Development Authority (CDA) of the Planning & Community & Economic Development Department (DPCED). CDA Housing Operations is primarily concerned with the management, administration, and maintenance of the City of Madison's (Community Development Authority) subsidized housing facilities and the administration of related subsidized federal housing programs. The incumbent plans, organizes, directs and evaluates the programs and operations of the CDA Housing Operations with a high degree of independence. Work is performed under the general supervision of the CDA Executive Director, who reviews work performance for conformance with established goals and objectives and public policy parameters. This position will act on behalf of the CDA Executive Director and the CDA Division during absences of the CDA Executive Director and/or as specifically delegated in order to provide for continuity of services.

#### Examples of Duties and Responsibilities:

In conjunction with the CDA Executive Director, provide direction and leadership on the effective operation of housing operations systems and procedures. Conceptualize, plan, coordinate, and manage housing assistance strategies. Organize and delegate preparation of policies, programs, grant applications, strategies and plans. Facilitate the functions and actions of these groups. Review results of staff work and respond as appropriate. Serve as CDA Executive Director during absences of the CDA Executive Director or when delegated.

Direct the operations and functions of the CDA Housing Operations. Assure operation in accordance with rules, regulations, ordinances, policies, directives and prepare for and respond to audits and reviews. Establish and maintain performance objectives with supervisors and establish annual objectives for the CDA Housing Operations with the CDA Executive Director. Keep the agency up-to-date on related program rules and policies. Assure effective use of housing operations programs. Analyze and improve programs, interpret ordinances and regulations, seek new programs and opportunities. Select, train, coach, lead and discipline staff. Assure compliance with personnel, labor relations, and AA/EO policies throughout housing operations.

Provide advice, counsel, staff services, program and financial status reports to the Community Development Authority, Common Council, Boards and Committees, other Departments and Divisions, outside agencies and neighborhood/community groups. Maintain effective working relationships with funding sources, federal government, public, press, professional groups and elected representatives and respond to citizens and customers. Make public presentations, share information on housing issues, plans, and accomplishments with neighborhood/community groups, property owners, and CDA residents.

In conjunction with the CDA Executive Director, develop, present, and monitor operating and capital budgets.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Thorough knowledge of housing operations management principles and practices applicable to multi-site assisted housing programs. Thorough knowledge of federal, state and local laws, regulations, policies and practices related to the operations of housing programs (to include assisted housing management, and the administration of rental assistance programs). Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Working knowledge of budgeting and program administration principles and practices. Working knowledge of housing development and maintenance criteria. Working knowledge of related computer applications. Ability to develop and monitor policies and operational systems for housing programs. Ability to develop and implement strategies. Ability to direct, integrate and coordinate multi-site housing operations. Ability to oversee, delegate, and/or perform related housing operations functions. Ability to interpret ordinances and regulations and provide advice as to their proper application. Ability to research and recommend appropriate funding sources for housing operations. Ability to plan, assign, supervise and inspect the work of subordinate supervisors, professional, maintenance, administrative, and clerical employees and maintain effective employee relations. Ability to develop and justify budgetary requests and control budget expenditures. Ability to hire, train, assign, evaluate and discipline employees. Ability to develop effective policies and procedures and oversee implementation. Ability to communicate effectively both orally and in writing. Ability to maintain effective working relationships with co-workers, subordinates, other City employees, and the public. Ability to represent the agency or work unit to the public and before administrative review boards. Ability to show empathy and compassion in difficult situations. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to analyze and apply related standards. Ability to compile and analyze data and develop reports. Ability to maintain adequate attendance.

### Training and Experience:

Generally, positions in this classification will require:

Five years of responsible varied public housing supervisory experience (including directly related program administration and housing management). Such experience would normally be gained after graduation from an accredited college or university with a Bachelor's Degree in public administration, planning, business, or a related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills, and abilities necessary to perform the duties of these positions will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Possession of a valid driver's license or the ability to otherwise meet the transportation requirements of the position.

Certification as a Public Housing Manager or ability to obtain the certification within six months of appointment. Failure to obtain this certification within the probation/trial period will result in the employee not passing probation/trial period, absent extenuating circumstances.

Physical Requirements:

Employees in this position will be expected to visit the various public housing facilities in the City. In addition, work is in an office environment using standard office equipment such as computer, fax, telephone, and copier.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Planning & Community & Economic Development- CDA Division	18	17

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director  
Date