

## CITY OF MADISON POSITION DESCRIPTION

1. **Name of Employee (or "vacant"):** Molly Bodde  
**Work Phone:** 261-9255
  2. **Class Title (i.e. payroll title):** Information Clerk
  3. **Working Title (if any):** Housing Receptionist
  4. **Name & Class of First-Line Supervisor:** Lisa Daniels, Admissions Supervisor  
**Work Phone:** (608) 267-8709
  5. **Department, Division & Section:** Community Development Authority – Housing Operations Division
  6. **Work Address:** 215 Martin Luther King, Jr., Boulevard  
Suite 120  
Madison, WI 53703
  7. **Hours/Week:** 38.75  
**Start time:** 8:00 a.m. **End time:** 4:30 p.m.
  8. **Date of hire in this position:** N/A
  9. **From approximately what date has employee performed the work currently assigned:** May 19, 2015
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### 10. **Position Summary:**

This is responsible public contact and administrative work associated with federally subsidized housing assistance programs, with a strong emphasis on effective communications, customer service, and data integrity and necessitating judgment, discretion, and initiative. This position involves the prioritizing and processing of multiple, concurrent transactions. This position involves responding to difficult, in-person and telephone inquiries in both dispensing programmatic information directly and in making appropriate referrals. This position also involves administrative work associated with the implementation and coordination of the Housing Operations web-based application and applicant portal systems. This position requires the ability to learn complex federal housing admissions and eligibility policies and processes, which change frequently and must be applied correctly and consistently in accordance with Fair Housing law. Work is performed under the general supervision of the Admissions Supervisor and in coordination with the Housing Operations admissions and eligibility team.

### 11. **Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)**

#### **35% Reception and Customer Service**

1. Serve as first point-of-contact to diverse, socio-economic customers by greeting and announcing visitors; scheduling walk-in appointments; and providing direct program information related to housing services, qualifications, application guidelines, and general Housing Operations practices
2. Answer multi-line phone system, route phone calls to appropriate Housing Staff person using a computer, and manage any phone issues with City I.T. Department
3. Assist customers with the various stages of application, wait list, and screening processes; provide specific information regarding waiting list status and preferences; and through proper interviewing techniques, make referrals to appropriate Housing Staff, as well as referrals on other community resources and programs in the Dane County area

4. Handle irate, frustrated, irrational, and/or disoriented individuals with tact, discretion, and sensitivity; and clarify information for those who do not understand (those with cognitive, emotional, or memory issues)
5. Retrieve voicemail messages and forward as appropriate; and identify necessary changes needed to the voicemail system's prompts and setup
6. Route housing.com e-mails to appropriate staff person and respond to admissions and eligibility inquiries
7. Maintain conference and meeting room calendars electronically; and maintain waiting area with appropriate reference and community resource materials
8. Provide administrative assistance with after-hours Housing Operations committee meetings (approximately once per month)
9. Collect fees, issue invoices and receipts, and perform monetary transactions

**60% Admissions and Eligibility Administration**

1. Manage web-based pre-application process and applicant portal system:
  - handle inquiries by explaining the application, wait list, and tenant-selection process; and by effectively communicating applicants' responsibilities
  - serve as troubleshooter for Web-based systems; monitor "Who Applied" within web-based software; coordinate with City I.T. staff for timely importing of data; and ensure accuracy and integrity of data flow to and from web-based application and applicant-portal systems
  - receive, review, and process requests through applicant portal; send announcements through the portal system; and assist applicants with their account creation, user profile adjustments, and in navigating the portal
  - determine initial eligibility, bedroom size, awarded preferences, and estimated wait times
  - issue receipts or letters requesting more information/documents; and issue batch correspondence through the Housing Operations database
  - utilize interpretation services for LEP customers; and make appropriate referrals to ensure accessibility to web-based application and applicant portal systems
2. Provide customer service and administrative assistance with the full-application process:
  - maintain supplies and send packets to applicants who are pulled from a wait list
  - review incoming full-applications for completeness; determining missing information and issue "Needs" letters with proper deadlines; and provide extensions based on policies and verification
  - cancel applicants per established policies
  - process third-party verifications (income, asset, landlord, preference, disability, etc.)
  - search, analyze, and generate reports from HUD's secure systems, credit reporting agencies, and various database systems used for screening purposes (INS, DOJ, Circuit Court Access systems, National Sex Offender Registry, etc.)
3. Perform accurate, timely data-entry of confidential applicant information into proprietary database
4. Monitor the frequency with which applications are received; provide direct feedback to supervisor on application processes, trends, and issues; and make recommendations on procedural changes based on observations, as well as for customization of Web-based systems.

5. Perform filing; organize client and applicant files; manage records-storage systems; and make recommendations and coordinate processes which will eliminate paper and will foster efficient and effective data storage and data sharing within the CDA
6. Open, sort, and distribute incoming mail, faxes, and deliveries; and ensure legal services is distributed timely and accurately (e.g. subpoenas, summons, complaint, court notice, etc.)
7. Monitor and order office supplies, process printing orders, and maintain master document files
8. Liaison for multi-functional machine repairs and supplies
9. Assist with the distribution of committee meeting agenda packets, post committee meeting information, and solicit to committee members to determine quorum
10. Reasonable accommodations contact for Housing Operations public meetings; and liaison for the use of Deaflink equipment and assistive listening devices
11. Production work for mass-mailing projects, and photocopying projects
12. Type reports, correspondence, and miscellaneous forms
13. Other duties as assigned

**5% Training**

1. Train and mentor lower-level staff for efficient and effective reception desk activities; and train and advise other staff on reception procedure updates for reception back-up purposes
2. Train lower-level staff on various clerical work, filing systems, recordkeeping systems

**12. Primary knowledge, skills and abilities required:**

Knowledge of office procedures, administrative functions, and reception protocol

Ability to organize, to prioritize, and perform detail-oriented administrative activities while providing effective and efficient reception coverage

Ability to effectively use office equipment (see *Special Tools and Equipment* requirements) and computer applications, such as word processing, spreadsheet, database, and web-based programs and functions

Ability to acquire working knowledge of Housing policies, procedures, and functions, as well as related community resources and programs in the Dane County area

Ability to understand and explain departmental or programmatic regulations effectively and efficiently

Ability to relate to a diverse client group; to deal with irate, irrational, or disoriented individuals; to determine customers' needs; and to apply effective conflict resolution

Ability to operate a computer, perform data input accurately and in a timely manner, import on-line data into a database, and create mail-merge batch correspondence

Ability to alphabetize, index, file, and perform accurate mathematical calculations

Ability to follow written and oral instructions, and to effectively communicate both orally and in writing

Must be able to type at a net speed of 40 words per minute, with 10 or less errors

Ability to maintain effective working relationships with supervisor, co-workers, business-partners, and the general public

Ability to maintain excellent attendance, and to open and close the office for business to the public

**13. Special tools and equipment required:**

Computer, Web-based systems, multi-functional machines (printer/fax/photocopier/scanner), label-maker, and multi-line I.P. phone system

**14. Required licenses and/or registration:**

Current, valid driver's license

**15. Physical requirements:**

- Ability to stand or sit for lengthy periods of time
- Ability to operate a hand-truck/cart
- Ability to perform occasional lifting of file boxes weighing up to 40 pounds

**16. Supervision received (level and type):**

General supervision provided by Admissions Supervisor and daily coordinated efforts with Housing Operations professional staff

**17. Leadership Responsibilities:**

This position:  is responsible for supervisory activities (Supervisory Analysis Form attached).  
 has no leadership responsibility.  
 provides general leadership (please provide detail under Function Statement).

**18. Employee Acknowledgment:**

- I prepared this form and believe that it accurately describes my position.
- I have been provided with this description of my assignment by my supervisor.
- Other comments (see attached).

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
DATE

**19. Supervisor Statement:**

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

\_\_\_\_\_  
SUPERVISOR

\_\_\_\_\_  
DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.