

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone: 608-266-4381

2. Class Title (i.e. payroll title):

3. Working Title (if any):

Assistant Housing Site Manager

4. Name & Class of First-Line Supervisor:

Sally Jo Spaeni

Work Phone: 608-266-4382

5. Department, Division & Section:

Department of Planning & Development, Community Development Authority, Housing Operations

6. Work Address:

702 Braxton Place

7. Hours/Week: 38.75

Start time: 8:00 a.m. End time: 4:30 p.m.

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

-
10. Position Summary:

This position is responsible for assisting the Housing Site Manager with daily operations of the housing site to include supervisory/managerial and administrative functions, as well as resident and community relations. The incumbent will be responsible for knowing and complying with HUD and WHEDA regulations. Under the general supervision of the Housing Site Manager, this position provides general leadership to site staff as directed.

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

35% A. Prepare reports, calculations, and required documentation for HUD and WHEDA regarding the housing program at the Triangle site.

1. Prepare monthly WHEDA transmissions, including the tenant rental assistance program and the quarterly utilization report, for review by the Housing Site Manager.
2. Calculate the amount of WHEDA assistance is requested on a monthly basis for the 110 units sponsored by WHEDA.

3. Conduct annual interviews with residents to review income levels and assets to determine if current subsidy is appropriate. Calculate rent amounts based on information provided within HUD regulations.
4. Conduct interim rent reviews for residents who report a change in income status to determine if current subsidy is appropriate. Calculate rent amounts based on information provided within HUD regulations.
5. Process monthly reports related to delinquencies and rent roll for the Housing Site Manager. Create and process related paperwork.
6. Maintain awareness of changes in HUD and WHEDA regulations and guidelines as it relates to tenant services.

20% B. Resident Support

1. Show apartments to prospective residents.
2. Coordinate move-in process with new residents, including scheduling a meeting with Housing Site Manager to fill out required paperwork, scheduling the actual move in time, and physically inspecting the apartment.
3. Coordinate move-outs, including scheduling the move-out time, physically inspecting the apartment, and collecting any City property.
4. Perform annual inspections of apartments in accordance with HUD and CDA regulations to determine if systems are functioning, appliances are operational, and the apartment is sanitary.
5. Perform regular housekeeping inspections on those units deemed unsanitary by the Housing Site Manager.
6. Provide information and referral regarding various social service needs to residents.
7. Mediate disputes among residents or between residents and other City staff or contractors.
8. Maintain awareness of various social service and community outreach programs that may be useful to residents.

25% C. Perform administrative functions as required.

1. Answer telephone and assist walk-in customers.
2. Pay bills and make related journal entries for site budget.
3. Process work orders for maintenance requests, entering information into computerized database.
4. Prepare required documentation for site audits by HUD, WHEDA and REAC.
5. Plan/coordinate financial arrangements related to arrearages in the absence of the Housing Site Manager.

20% D. Supervise staff and office operations

1. Supervise clerical staff.
2. Assign work to clerical staff and monitor for completeness.
3. Hire, train, and monitor performance of clerical staff.
4. Assign work orders to on-site maintenance personnel and monitor work for completeness.
5. Evaluate maintenance work done in apartments and direct staff to correct deficiencies.
6. Recommend disciplinary action for performance problems or work rule violations.
7. Assist Housing Site Manager in processing grievances and discipline.
8. Perform related work as required.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of administrative office practices and procedures. Working knowledge of English composition, correct punctuation, spelling, grammatical usage, and acceptable business letter and report formats. Working knowledge of business math and basic accounting and budgetary practices. Working knowledge of rental housing management policies and procedures. Working knowledge of HUD and WHEDA policies and procedures. Knowledge of relevant community service agencies. Knowledge of supervisory principles and practices. Ability to prepare finished letters, memorandums, and reports from rough draft, outline or original composition. Ability to gather, organize, review, and report information.

Ability to develop operating systems and procedures and to learn technical and administrative program requirements and procedures. Ability to carry out administrative details efficiently and independently and meet deadlines. Ability to problem-solve, prioritize, and multi-task. Ability to use office equipment effectively, including telephones, copiers, fax machines, computers, etc. Ability to prepare basic financial, statistical, and programmatic reports. Ability to make decisions within policy constraints and to interpret complex departmental, City or funding source policies to the general public; the business community; or other special interest groups. Ability to supervise clerical staff. Ability to monitor and budget resources. Ability to perform mathematical calculations and maintain accounting records. Ability to maintain effective working relationships with employees, managers, and the public, including community agencies. Ability to communicate effectively both orally and in writing. Excellent customer service skills with the ability to relate to and successfully work with a low-income elderly, disabled population. Ability to maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

Valid driver's license and vehicle.

15. Physical requirements:

Ability to perform prolonged and repetitive data entry at a computer work station. Ability to work in a stressful environment. Ability to store and retrieve client files. Ability to lift 25 lbs. Ability to physically access apartments throughout the facility, including the ability to access second floor apartments by climbing a 25-step staircase.

16. Supervision received (level and type):

Perform assigned tasks under the general supervision of the Housing Site Manager.

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.