

CITY OF MADISON POSITION DESCRIPTION

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

Vacant

Work Phone:

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

Information Clerk

3. Working Title (if any):

Resident Assistance Clerk

4. Name & Class of First-Line Supervisor:

Janet Corcoran, Housing Site Manager

Work Phone: (608) 246-4558

5. Department, Division & Section:

Department of Planning & Community & Economic Development
CDA - Housing Operations Division

6. Work Address:

East Site Office
3538 Straubel St
Suite 101
Madison, WI 53704

7. Hours/Week: 38.75 hours per week

Start time: 8:00 am **End time:** 4:30 pm

8. Date of hire in this position:

A.S.A.P.

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

N/A

10. Position Summary:

This is responsible clerical, data entry, and public contact work with a strong emphasis on customer service, accuracy, and attention to detail. The position involves program information and third-party verifications for federally assisted rental housing programs (Low-Rent Public Housing, LIHTC Section 42 and Section 8 Voucher programs). The position has primary responsibility for responding to difficult in-person and telephone inquiries necessitating judgment and discretion in both dispensing information directly and in making appropriate referrals. Duties will be performed under general supervision, will vary, and will include public contact.

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

30% A. General Office Duties

1. Enter confidential information into proprietary database
2. Create work orders, close work orders and assess charges to resident accounts
3. Retrieve messages from phone/voicemail
4. Help Housing Manager prepare eviction notices
5. Process 3rd party verifications
6. Search, review, and print database system reports
7. Assist with preparation of annual and interim resident reexams
8. Type correspondence/forms including leases and other paperwork as directed
9. Be primary person in charge of parking sticker issuance and log maintenance
10. Review nightly security reports/camera footage as needed

40% B. Reception

1. Greet and announce visitors, and schedule walk-in appointments
2. Answer multi-line phone system and route phone calls and take detailed messages
3. Provide general program information and referrals on community resources
4. Answer basic resident questions about rent payments, maintenance charges, balances due, and program rules, requirements, policies, and procedures.
5. Make appropriate referrals to other CDA staff for more detailed information requests.

30% C. Clerical Support

1. Process mail and other incoming materials
2. Order office supplies as needed/directed
3. Pay office bills/invoices by phone and online
4. File necessary paperwork
5. Production work for mass-mailing projects and photocopying projects including collating
6. Shred confidential documents
7. Other duties as assigned

12. Primary knowledge, skills and abilities required:

Working Knowledge of -

- general clerical methods and procedures
- reception protocol and quality customer service techniques
- relevant office equipment and their implementation
(see special tools and equipment requirements)
- computer applications (Microsoft software and database programs)
- confidentiality practices for protecting client privacy in accordance with HUD guidelines

Ability to -

- alphabetize, index, and perform routine mathematical calculations
- type at a net speed of at least 40 words per minute with 10 errors or less
- use office equipment effectively (see special tools and equipment requirements)
- effectively use computer applications, such as word processing, spreadsheet, and database programs including mail-merge functions
- communicate effectively both orally and in writing
- follow written and oral instructions accurately, including step-by-step training documents and procedures
- perform detail-oriented tasks, including entering data quickly and accurately and identify inaccurate and incomplete information
- provide efficient and effective reception services
- gather information from customers and provide appropriate referrals in a timely fashion
- relate to a diverse client group and to deal with irate, irrational, or disoriented individuals
- understand and explain CDA Housing policies, procedures, and functions effectively and efficiently
- maintain effective working relationships
- maintain excellent attendance

13. Special tools and equipment required:

Computer, printer, fax machine, copy machine, scanner, label-maker, and multi-line phone system

14. Required licenses and/or registration:

Current, valid driver's license

15. Physical requirements:

- Ability to drive to CDA field offices
- 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 CDA Site Manager or CDA Assistant 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.

