

CITY OF MADISON POSITION DESCRIPTION

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

Vacant

Work Phone:

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

3. Working Title (if any):

Housing Receptionist

4. Name & Class of First-Line Supervisor:

Lisa Daniels, Administrative Coordinator

Work Phone: (608) 267-8709

5. Department, Division & Section:

Department of Planning & Community & Economic Development

6. Work Address:

Community Development Authority - Housing Operations
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:

N/A

10. Position Summary:

This is responsible public contact, clerical, and administrative support work associated with federally subsidized rental housing assistance programs, with a strong emphasis on effective communications and customer service. This position involves prioritizing and the processing of multiple, concurrent transactions. This position is characterized as having primary responsibility for responding to difficult in-person and telephone inquiries necessitating judgment and discretion in both dispensing programmatic information directly and in making appropriate referrals. This position is also responsible for intermediate-level administrative work associated with the implementation and maintenance of the Housing Operations application processes. This position requires the ability to learn admissions and eligibility policies related to federal housing programs, which are complex, 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.)

50% A. Reception/Customer Service

1. Greet and announce visitors; and schedule walk-in appointments
2. Answer multi-line, Internet-Protocol (I.P.) phone system, route phone calls to appropriate Housing Staff person using a computer, and manage any I.P. phone issues with City I.T. department
3. Serve as first point-of-contact and provide direct program information related to housing services, qualifications, application guidelines, and general Housing Operations practices; and by utilizing Housing Operations database, provide specific information on preferences, waiting list status, and estimated wait times
4. Through proper interviewing techniques, make referrals to appropriate Housing Staff, and provide referrals on other community agencies based on extensive knowledge of social service agencies and programs in the Dane County area
5. 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)
6. Retrieve voicemail messages and forward as appropriate; and provide feedback to Supervisor on the effectiveness of the voicemail system prompts and setup
7. Maintain conference and meeting room calendars; and maintain waiting area with appropriate reference and community resource materials
8. Provide after-hours reception services for Housing Operations committee meetings (approximately once per month)
9. Collect fees, issue invoices and receipts, and perform monetary transactions

40% B. Application Intake and Processing

1. Maintain supply of application materials and assemble application packets
2. Application Intake
 - meet with diverse, socio-economic customers and assist them in completing program applications
 - explain the application and tenant-selection process
 - effectively communicate applicants' responsibilities to ensure that placement on a waiting list is maintained
 - clarify what information and/or documents are required for the award of a preference category
 - utilize interpretation services for LEP customers
3. Review applications for completeness; and manage incomplete applications received:
 - determine what pertinent information is missing
 - issue "Needs" letters with proper deadlines
 - receive incoming information, documents, and forms
 - provide extensions based on program policies
 - cancel applicants per policies

- 4.. Determine unit bedroom sizes, awarded preferences, estimated wait times, and issue receipts
5. Perform accurate data-entry of confidential applicant information into proprietary database, or export on-line application information into Housing database
6. Maintain web-based application system, applicant portal system, and issue batch correspondence through Housing data-base modules
7. Send, receive and file 3rd party verifications (i.e., income/asset, landlord/shelter, disability, etc.)
8. Search, analyze, and print reports from various database systems used for screening purposes (i.e., Immigration and Naturalization Service, Circuit Court Access, National Sex Offender Registry, etc.)
9. 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.

10% C. Administrative Support

1. Open, sort, and distribute incoming mail, faxes, and deliveries
2. Monitor and order office supplies
3. Process printing orders and maintain master-documents
4. Liaison for multi-functional machine repairs and supplies
5. Perform filing, organize client files, and manage records-storage system (identify, log, and communicate requests with records-storage vendor)
6. Assist with the distribution of committee meeting agenda packets, post committee meeting information, and solicit to committee members to determine quorum
7. Reasonable accommodations contact for Housing Operations public meetings; and liaison for the use of Deaflink equipment and assistive listening devices
8. Production work for mass-mailing projects, and photocopying projects
9. Type reports, correspondence, and miscellaneous forms
10. Other duties as assigned

12. Primary knowledge, skills and abilities required:

- Knowledge of office procedures and reception protocol
- Ability to organize, prioritize, and perform detail-oriented administrative activities while providing effective reception coverage
- Ability to effectively use office equipment (see special tools and equipment requirements)
- Ability to effectively use computer applications, such as word processing, spreadsheet, and database programs and functions
- Ability to acquire working knowledge of Housing policies, procedures, and functions, as well as related community resources

- Ability to understand and explain departmental or programmatic regulations effectively and efficiently
- Ability to relate to a diverse client group and to deal with irate, irrational, or disoriented individuals
- 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 through a database system
- Ability to alphabetize, index, file, and perform accurate mathematical calculations
- Ability to effectively communicate both orally and in writing
- Ability to type a net speed of 40 words per minute, with 10 or less errors
- Ability to follow written and oral instructions
- Ability to maintain effective working relationships with supervisor, co-workers, business-partners, and the general public
- Ability to maintain adequate attendance, and to open/close the office for business to the public

13. Special tools and equipment required:

Computer, 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:

- X 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.