

CITY OF MADISON
POSITION DESCRIPTION

<p>1. Name of Employee (or "vacant"): June Garvin, Sally Spaeni, Liz Yszenga</p> <p>Work Phone: (608)</p>	<p>5. Department, Division & Section: Department of Planning & Development – Housing Operations</p>
<p>2. Class Title (i.e. payroll title): Housing Site Manager</p>	<p>6. Work Address: East, West and Triangle Site Management Offices Madison, WI</p>
<p>3. Working Title (if any): Housing Site Manager</p>	
<p>4. Name & Class of First-Line Supervisor: Agustin Olvera, Director (Programs Manager)</p> <p>Work Phone: (608) 267-8712</p>	<p>7. Regular daily hours of work: Hours/Week: 38.75</p> <p style="text-align: center;">From: 8:00 a.m. To: 4:30 p.m.</p>
<p>8. Date of hire in this position:</p>	
<p>9. From approximately what date has employee performed the work currently assigned: _____ years</p>	
<p>10. Position Summary: Responsible supervisory and administrative work in directing the operations and services of federally subsidized housing programs/facilities.</p>	

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

25% OCCUPANCY HUD is emphasizing a "business approach" to public housing and requires increased attention to operational efficiency with an emphasis on maintaining high occupancy rates, going from a 97% to now a 98% occupancy rate. This is part of HUD's new emphasis in establishing higher performance standards.

- Must maintain a 98% annual occupancy rate
- Monitor applications and applicant processing with Central Staff to insure maximum occupancy
- Monitor maintenance staff/contractors apt prep to insure a minimum of downtime.
- Conduct lease orientations for new move-ins again minimizing downtime of units to meet HUD occupancy requirements
- Know and understand legal requirements regarding reasonable accommodation requests
- Work with Central office to ensure proper wait list usage (expanded number of wait lists) , appropriate income placement (expanded income qualification requirements)
- Supervise income verifications of applicants approved
- Provide quality customer service, through maintenance of properties, and friendly, professional responsiveness to customers as part of occupancy efforts

20% MONTHLY AND ANNUAL REPORTING HUD is increasing monitoring via electronic data. They have created several new data bases and are requiring more data entry via several different software systems. These software systems are not necessarily compatible with City or CDA software, adding to the complexity of maintaining and monitoring data.

- Maintain control over operations to minimize expenditures, maximize revenues, control P card expenditures and overtime expenses.
- Analyze monthly budget variances, and report problems to Supervisor
- Monitor charges to insure program accounts (Public Housing, Capital Fund, LLC/Section 42, Multi Family/WHEDA, are expensed appropriately.
- Provide and monitor monthly data into Centralized in house data base (ELITE) , including vacancies and delinquencies
- Provide and monitor Site based data submissions to HUD electronic reporting on lease up, delinquencies, unit and system inspections, work orders, fraud, crime statistics and other data requested by HUD
- Develop Annual Site Budget including physical and management improvement needs, revise as needed based on City Budget and HUD allocations
- submit monthly and annual reports re MultiFamily/WHEDA, (TRIANGLE SITE) LLC/Section 42 (EAST SITE)

11.

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

- 20% QUALITY OF LIFE MANAGEMENT** HUD has asked PHA's to provide safe decent and affordable housing but also to go beyond and to assist residents around issues of poverty, mental illness, economic integration, crime etc. This requires a balance between strong yet compassionate management and going beyond simple property management.
- Provide quality customer service to at risk households, refer to social service agencies as needed
 - Know and understand legal requirements and take appropriate actions to eliminate residents behavior involving drugs, crime, OCD hoarding and other issues disrupting operations
 - Investigate complaint driven or observed/detected lease violations, issue warning notices, working to try and assist resident to retain their housing yet move expeditiously to remove those who threaten the safety and quality of life for other residents
 - Oversee rent collections and maintenance fees to maximize revenues while considering economic difficulties of low income households
 - Conduct informal hearings with lease violators , document and prepare cases for eviction, negotiate voluntary lease terminations, present CDA case at Court eviction proceedings, with or without Assistant City Attorney
- 15% INSPECTIONS / RE-EXAMS** HUD has placed newer emphasis on the accuracy of housing assistance granted, and fraud prevention. Subsidies allowed by HUD rules must be accurate to the penny and housing authorities must enter data and utilize national data bases to reduce program costs and prevent fraud. Also HUD has placed more emphasis on the Physical Condition of Public Housing properties requiring more monitoring and actions by the property managers.
- Oversee annual re-exams, including interims
 - Conduct annual dwelling unit inspections and ensure that the property is safe and properly maintained and able to pass REAC
 - Inspect all vacated dwelling units and assess damages
 - Conduct system inspections: inspect the grounds and facilities, determine if repairs are needed and coordinate maintenance staff/contractors to assure CDA/HUD/REAC standards are met
 - Oversee proper data entry/uploads into HUD required (PIC) electronic data base systems
 - Ensure proper documentation to the files for HUD/Public Housing, Auditors/Single Audit, WHEDA/& Section 42 Program requirements
- 10% SUPERVISION OF STAFF**
- Hire, train and review performance of maintenance and administrative staff
 - Schedule and assign workloads and monitor productivity
 - Conduct grievance hearings and enforce union contract requirements
- 10% HOUSING ISSUES / MISCELLANEOUS**
- Work with Neighborhood/Resident Association, Police and other City Departments as needed
 - Maintain relations, work with social service agencies providing services to residents to help residents retain their housing
 - work with CDA Redevelopment Authority on planning and implementation of redevelopment activity
 - other related duties as assigned

12. Primary knowledge, skills and abilities required:

- Working knowledge of rental housing operations and management policies and procedures, including tenant-landlord law.
- Working knowledge of local, state and federal regulations, ordinances and building codes.
- Working knowledge of lease administration and compliance.
- Supervisory skills, including the ability to hire, train, assign and evaluate subordinates.
- Ability to exercise judgment and discretion in the implementation of public policy.
- Ability to develop and maintain effective working relationships and maintain effective tenant relations.
- Ability to collect, analyze and summarize data, including evaluate and report operational needs.
- Ability to communicate both orally and in writing.
- Ability to use a computer and data base software.
- Ability to prepare statistical and narrative reports and maintain related records, including the development and monitoring of financial budgets.
- Ability to tactfully deal with people with an emphasis on customer service.
- Ability to maintain adequate attendance.

13. Special tools and equipment required:

- Provide own vehicle and proof of insurance.

14. Required licenses and/or registration:

- Possession of a valid Wisconsin Driver's License

15. Physical requirements:

Ability to maintain proper attendance, climb stairs, lift file boxes

16. Supervision received (level and type):

- General supervision provided by the Housing Operations Director (Programs Manager) and the CDA Executive Director

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's Signature

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's Signature

Date

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