

CITY OF MADISON  
POSITION DESCRIPTION

<p>1. Name of Employee (or "vacant"): Sherri Amos</p> <p>Work Phone: N/A</p>	<p>5. Department, Division &amp; Section: Department of Planning &amp; Development, Housing Operations Unit</p>
<p>2. Class Title (i.e. payroll title): Program Assistant I</p>	<p>6. Work Address: Madison Municipal Building 215 Martin Luther King, Jr., Boulevard Suite 120 Madison WI 53703</p>
<p>3. Working Title (if any): Eligibility Specialist</p>	
<p>4. Name &amp; Class of First-Line Supervisor: Lisa Daniels</p> <p>Work Phone: 267-8709</p>	<p>7. Regular daily hours of work: Hours/Week: 38.75/Week</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: N/A</p>	
<p>9. From approximately what date has employee performed the work currently assigned: January 13, 2009</p>	
<p>10. Position Summary: Perform highly responsible administrative support and clerical work relating to the implementation and coordination of federal housing assistance programs, administered by the Community Development Authority (CDA). This position has a strong emphasis on public contact either through housing program applicants, community advocates, or third parties. This position necessitates judgment, discretion and initiative in the interpretation and application of program policies, procedures and processes. Employee must exercise judgment and discretion in conveying information and providing on-going responsibility for all support activities. Employee must be able to independently coordinate many continuing projects. Employee must be able to exercise considerable judgment in dealing with people in diverse situations. Work is normally performed under the general supervision of the Admissions Supervisor. Employee may provide oversight to lower level clerical employees, as assigned.</p>	

11.

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

**25% Program Admission and Eligibility**

- Interview and assist families applying for housing assistance.
- Conduct and oversee the collection of forms and documents to determine eligibility.
- Advise potential clients of program requirements, rights and obligations.
- Process program applications.
- Coordinate the applicant process related to Section 8 portability.
- Approve/Deny eligibility for housing programs.
- Collect application information and conduct or oversee the processing of paperwork and data-entry by clerical staff.
- Conduct and oversee all verification procedures, including calculations.
- Maintain effective relationships with landlords, social service agencies, advocacy groups and the public.
- Respond to housing program questions and complaints, as related to admissions and eligibility.
- Refer clients to other service agencies, as needed.

**25% Applicant and Participant Screening**

- Conduct background checks on all applicants/participants for programs prohibitions.
- Conduct verification of Citizenship/Eligible Immigrant status.
- Conduct and oversee all procedures for the verification of suitability for admission.
- Approve/Deny eligibility for housing programs.
- Communicate the rules, regulations, and process related to admissions and eligibility.

11.

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

Provide conflict resolution to applicants who are dissatisfied with a negative eligibility determination.

Maintain proper evidence to support decisions to deny eligibility to program applicants.

Compile data, maintain records and prepare reports on applicant status and eligibility.

Maintain adequate screening tools and conduct research to find proper vendors.

Monitor screening expenditures and maintain budget and accounting records, as related.

**15% Waiting Lists**

Maintain and select applicants from program waiting lists.

Update wait-lists periodically and remove applicants from wait-lists.

Conduct and oversee all verifications of waiting list preferences.

Provide wait-list status for applicant inquiries.

Participate in the opening and closing of program waiting list efforts and events.

Maintain waiting list reports for compliance with program audits.

**10% Occupancy / Vacancies**

Determine occupancy exceptions and present cases to Supervisor.

Coordinate special needs cases, lease-up for accessible units, and reasonable accommodations.

Communicate regularly with Site Staff and coordinate for vacancy needs.

Send acceptance letters and monitor deadlines.

Make recommendations on, and assist with marketing.

Compile and present data reports.

**10% Appeal/Grievance/Hearing Process**

Coordinate and/or conduct Informal Hearings/Reviews for applicants

Maintain hearing records and track hearing decisions.

Assist Managers and Unit Director with complaint investigations.

Recommend program changes and improvements to Management.

**15% Office Administration**

Coordinate and/or process payroll and provide assistance with auditing payroll data.

Assign work to lower-level clerical staff and data-processing staff, as well as hourly and light-duty clerical staff.

Process purchase orders and requisitions.

Interpret unit policies and procedures and develop, coordinate and implement new work procedures and methods.

Assist Unit Director and Managers in the collection and analysis of data.

Review and transmit reports to other departments or agencies.

Send necessary correspondence to applicants and 3<sup>rd</sup> party agencies.

Provide clerical assistance for Section 8 briefings.

Review regulations and other materials for up-to-date information.

Backup to Administrative Coordinator with clerical assistance for Housing Subcommittees.

Assist with Reception and Front Window operations, as a back up.

Perform secretarial tasks, as assigned.

12. Primary knowledge, skills and abilities required:

Considerable knowledge of office administrative methods, practices and equipment. Knowledge of related City policies and procedures.

Ability to understand and implement federal housing principles, programs, practices, criteria and terminology. Working knowledge of business and public administration practices and principles. Ability to interpret and apply federal, state and local laws, rules and regulations. Ability to make decisions within policy constraints and to interpret policy and regulations to others.

Ability to compile and evaluate data, prepare reports and interpret and utilize related technical data and materials.

Knowledge of basic accounting practices. Ability to develop financial and statistical reports. Ability to perform mathematical computations and to maintain accounting-type records.

Ability to operate office equipment and considerable knowledge and experience using Microsoft software.

Ability to type at least 40 words per minute.

Ability to utilize database software, and to utilize on-line communication and reporting systems.

Ability to effectively interview applicants and participants, in order to gather pertinent information. Ability to obtain sensitive information from clients, to help identify needs and obtain suitable housing. Ability to communicate effectively with clients and landlords regarding HUD guidelines and agency policies.

Ability to follow agency confidentiality policies and maintain the confidentiality and integrity of client data.

Ability to establish effective public and working relationships. Ability to provide leadership to subordinate staff and functions, as well as the ability to train subordinate staff.

Ability to establish and maintain filing and recordkeeping systems.

Ability to communicate effectively both orally and in writing. Ability to follow written and oral instructions. Ability to perform detail-oriented tasks.

Ability to participate in the informal hearing process.

Ability to effectively represent the Housing Operations Division.

Ability to maintain adequate attendance.

13. Special tools and equipment required:

Computer, printer, fax machine, copy machine, scanner, typewriter, multi-line phone system, and voicemail system.

14. Required licenses and/or registration:

Current, valid driver's license.

15. Physical requirements:

Ability to work in a stressful environment.

Ability to lift up to 40 pounds.

16. Supervision received (level and type):

General supervision provided by the Admissions Supervisor. Some oversight by other Housing Managers and Division Director, depending on assignments.

17. Leadership Responsibilities:

This position:

- is responsible for supervisory activities (Supervisory Analysis Form attached).
- has no leadership responsibility.
- X 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).

*Sherrin Amos*

9.17.09

Employee's Signature

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).

*Loa Daniels*

9/17/09

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