

CITY OF MADISON POSITION DESCRIPTION

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

Deborah Rakowski

Work Phone: 264-2305

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

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Lisa Daniels

Work Phone: 267-8709

5. Department, Division & Section:

Community Development Authority – Housing Operations Division

6. Work Address:

215 Martin Luther King, Jr., Boulevard
Suite 120
Madison, WI 53703

7. Hours/Week: 38.75

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

8. Date of hire in this position:

January 5, 2015

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

August, 2015

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10. Position Summary:

This is a paraprofessional position in the Community Development Authority's Housing Operations Division. The position works under the direction of the CDA Administrative Supervisor and provides coordinated and technical support related to CDA Administration. The individual in this position must be able to work independently, coordinate many projects, and work as a member of the Housing Operations Admissions & Eligibility team. The work involves the exercise of judgment, discretion, and initiative in performing specific, on-going program support activity. The individual will be responsible for activities related to payroll preparation and processing, as well as administrative support for confidential personnel matters. The individual may provide training to other CDA staff, and must be able to meet payroll-related deadlines.

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

40% Accounting Technician

Perform accounting functions relative to purchasing and invoice processing, employee expense claim reimbursement, and purchase card transactions. Serve as the agency contact for customer debts-owed. Assist in the maintenance of financial records for federal grant projects and tax credit properties, including the establishment of General Ledger projects in MUNIS. Prepare year-to-date budget reports through MUNIS and organize data for analysis through data cube pivot tables. Process estimated budget amendments. Collect financial components for CDA redevelopment sites, and combine to provide quarterly financial reports to Tax Credit investors (i.e., National Equity Fund and U.S. Bank.) Assist in the preparation of the CDA Housing Division annual operating budget. Organize data into useful and meaningful reports. Communicate with CDA Accountant and City Budget Analyst. Provide training to management staff on MUNIS report functions. Attend monthly budget meetings.

Other related duties as assigned.

10% Payroll, Personnel, and Benefits

Timely process payroll for the agency. Develop and manage internal payroll system per City of Madison employment policies and ordinances, including electronic timesheets, data import, proper cost center allocation, and an effective workflow process. Address employee inquiries regarding pay, deductions, and benefit time. Manage payroll adjustments. Provide payroll-related reports. Develop and assist with salary and benefit budget projections. Train employees on time-entry and submission. Maintain secure and confidential payroll record-keeping environment. Create and submit personnel actions, including employee new-hires, employee terminations, and hiring requisitions. Process employee reclassifications and communicate pay increases to employees. Provide analysis under the City's classification system using salary tables and step and longevity increase data. Assist hiring managers with specific recruitment efforts. Conduct *Housing Operations New Employee* orientations. Coordinate the agency's annual combined campaign process.

Benefit administration, including the processing of worker's compensation claims, FMLA, and disability leave benefits. Maintain related records, and act as liaison to insurance company and City Human Resources.

Other related duties as assigned.

30% Office Management, Administrative and Technical Support

Serve as liaison to Human Resources for recruitment efforts, to City Engineering on facilities matters, and to State Records. Based on assessed needs, purchase/lease office equipment. Order maintenance services for multi-functional machines. Serve as Administrator for CDA Housing subscription screening services (i.e, TLO, TransUnion, Illinois State Police, Wisconsin Department of Justice.) Maintain agency memberships.

Provide administrative support to the Division Director. Establish travel arrangements for CDA Housing Central office Staff. Order and maintain office supplies and printing materials for Housing Central office. Coordinate the agency's Annual Plan process and submit adopted plan and certifications to HUD. Provide administrative support for CDA Housing Operations committees, including the creation of meeting agendas and minutes.

SharePoint Administrator, including document and content management for varying scenarios, configuration and customization per agency's structure, building workflows for centralized access and process management, management of metadata, project scheduling, document storage and team-site collaboration, profile and user-rights management, security governance, and coaching and training to CDA staff.

Other related duties as assigned

20% Admissions and Eligibility

Perform responsible program admissions. Process applications for specific housing programs, including assisting applicants with the on-line application, and performing one-on-one application intake. Process reported applicant changes and preference verifications. Cancel applicants per program policies.

Determine income qualifications and eligibility per program policies. Perform screening checks (i.e. criminal background, EIV, credit report); third-party verifications (i.e. disability, income/asset, landlord); and wait list purges. Issue denial notices, providing appropriate evidence to support denial; and defend decisions of denial; monitor appeal deadlines; coordinate informal hearings.

Maintain records and routinely report to supervisor on the quality and quantity of incoming pre-applications, as well as processing goals and efforts.

Communicate with applicants and advocates regarding applicant status, as well as regarding the housing program rules, regulations, and eligibility process. Maintain effective relationships with property managers, social service agencies, advocacy groups, and the public.

Train and review the work of lower-level clerical employees on application related tasks.

Other related duties as assigned.

12. Primary knowledge, skills and abilities required:

- Considerable knowledge of office procedures, methods, and equipment; ability to develop, implement, and monitor office procedures; and ability to independently perform a delegated office function or assume an area of administrative responsibility.
- Proficient with word processing, spreadsheet, presentation, and web-application software (i.e. Microsoft Word, Excel, PowerPoint, and SharePoint); knowledge of data processing procedures and database systems; ability to utilize on-line communications and reporting systems, and to accurately input data in a timely manner.
- Working knowledge of subsidized housing practices and principles; ability to interview applicants/participants in order to gather information; ability to participate in the informal hearing process; and ability to effectively represent the CDA's housing programs and the interest of program applicants and participants.
- Knowledge of payroll procedures, time conversion, and payroll systems; ability to ensure that payroll functions run smoothly and payroll deadlines are met; ability to maintain trust and confidentiality; and ability to remain approachable, responsive, helpful, communicative, and sympathetic to employees' concerns over payroll issues.
- Knowledge of financial enterprise resource planning (ERP) software, financial statement preparation, and budgeting principles.
- Ability to organize, prioritize, and perform clerical work, as well as oversee certain clerical activities.
- Ability to interpret regulations and make decisions within prescribed policy.
- Ability to meet deadlines and due dates; and ability to work under pressure and with interruptions.
- Ability to prepare accurate numerical, narrative, and statistical reports.
- Ability to make routine mathematical computations; and ability to perform accounting related tasks and to effectively allocate charges and expenses to proper cost center accounts.
- Ability to alphabetize and file accurately.
- Ability to communicate effectively both orally and in writing; and ability to clearly communicate to supervisor on workload, priorities, and progress in meeting agency goals.
- Ability to contribute to the welfare and effectiveness of the division by adhering to high ethical standards of performance and interpersonal relationships; and ability to maintain effective working relationships with CDA Housing Operations and City of Madison employees.

- Ability to maintain effective working relationships with a diverse socio-economic client group; ability to handle irate and irrational or disoriented individuals with tact and discretion by exercising mature, personal judgment; and ability to diffuse potentially volatile or threatening situations on a one-on-one basis.
- Ability to type at a net speed of 40 wpm with 10 or less errors.
- Ability to maintain adequate attendance.

13. Special tools and equipment required:

Computer, multiline phone system, multifunctional machines (i.e. fax/printer/scanner/copier), calculator

14. Required licenses and/or registration:

- Valid Wisconsin driver's license.
- Individual must be able to obtain subsidized housing *Income and Rent Calculation* certification from a CDA approved training organization (i.e., Nan McKay, NAHRO) within first year of employment.

15. Physical requirements:

Ability to sit or stand for long periods of time; ability to lift file boxes weighing up to 40 lbs; and ability to reach, climb, and kneel.

16. Supervision received (level and type):

General

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.