

CITY OF MADISON POSITION DESCRIPTION

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

Vacant

Work Phone:

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

Program Assistant I

3. Working Title (if any):

Administrative Clerk I

4. Name & Class of First-Line Supervisor:

Elizabeth Yszenga

Work Phone: 608-267-9524

5. Department, Division & Section:

Department of Planning & Development, Housing Operations Unit

6. Work Address:

540 W Olin Avenue #200
Madison, WI 53715

7. Hours/Week: 38.75/Week

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

8. Date of hire in this position:

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

-
10. Position Summary:

This position must provide highly skilled and detailed administrative support and clerical work relating to the federally funded public housing program, administered by the Community Development Authority (CDA) of the City of Madison governed by the U.S. Department of Housing and Urban Development (HUD). This position has a strong emphasis on establishing and maintaining effective relationships with future and current residents. Employee must exercise judgment, discretion, and confidentiality when creating and maintaining resident records and files. Employee must be able to independently coordinate many projects while encountering numerous disruptions keeping a friendly and positive attitude at all times. Employee must be able to exercise considerable judgment and discretion when dealing with a diverse population in a variety of different situations. Work is normally performed under the general supervision of the Site Manager. Employee may provide oversight to lower level clerical employees, as assigned.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)
- 30% A. Process annual re-certifications and interim changes
1. Conduct annual re-certifications with all CDA site residents to review household composition, income levels and assets to determine if apartment size and current subsidy is appropriate. Calculate rent amounts based on information provided within HUD and WHEDA regulations.
 2. Conduct interim rent reviews for residents who report a change in income status to determine if current rent subsidy is appropriate. Calculate rent amounts based on information provided within HUD and WHEDA regulations.
 3. Send out and ensure that all required documents are collected, properly documented, and included in resident file according to HUD and WHEDA regulations. This includes sending out verifications and correspondences with several of the following agencies: State Social Security Administration, Child Support Services, Unemployment Compensation, Madison School District, Employers, Dane County Human Service Department/W-2, and others.
 4. Coordinate and schedule tenant interviews with CDA residents to ensure they are compliant with required HUD and WHEDA regulations.
- 5% B. Perform Financial Functions and Support
1. Keep track of invoices and receipts that have been sent to the office that need to be processed for payment.
 2. Pay all site office and maintenance bills after verifying validity by either purchasing card or LPO.
 3. Maintain records and keep track of all reoccurring bills and payments that must be processed on a regular basis.
 4. Contact contractor or company to discuss any inconsistencies or problems in the billing of service provided.
 5. Reconciliation of all site employees purchasing cards. (Includes office staff and maintenance staff)
- 25% C. Prepare reports and proper documentation for site manager, comptroller's office, HUD and WHEDA using EIV and ELITE.
1. Participate in ongoing Webcast trainings mandated by HUD to be compliant for EIV use due to extreme confidentiality needed.
 2. Continual verification and maintenance of EIV reports mandated by HUD. The following EIV reports must be run on a monthly or quarterly basis: deceased tenants, income discrepancy, multiple subsidy, new move-in's, new job hires, and social security number verification.
 3. Continual data entry of information regarding resident's information in financial and residential processing in ELITE. Information imputed into ELITE include but are not limited to: processing of the 50058/50059, maintenance charges, move-in and move-out of residents, transferring residents to other units, payment agreements, resident ledgers, and closing of work orders.
 4. Perform additional work and continue ongoing training regarding new rules and regulations mandated by newly acquired Section 8 and tax credit properties through the CDA Redevelopment Division.
- 10% D. Site Liaison
1. Oversee lower level site staff as assigned including hourly and light duty clerical staff.
 2. Residents: Continual contact with future and current residents. Provide ongoing support and create and maintain a close working relationship with residents due to their continued residency with CDA.
 3. Informational Services: Maintain working relationship with Informational Services regarding the proper reporting and system maintenance in ELITE to meet HUD and WHEDA standards and regulations.
 4. Pest Control Services: Create and distribute annual scheduling of pest control services for all site properties. Day to day contact with the assigned pest control representative on a ongoing basis and when specific unit problems occur.

5. Accounting: Continual interaction with the accounting department to ensure that proper monthly and quarterly reports are run and documented per HUD and WHEDA regulations. Work in conjunction with Accounting on the following tasks: Security deposit reconciliations, account write-offs (bad debt), resident payments and/or charges, and homestead paperwork.

10%

D. Perform maintenance functions as required

1. Make keys per supervisor and resident's requests.
2. Create, maintain, and close work orders pertaining to individual units, grounds, preventative maintenance, common areas, and buildings for entire site.
3. Evaluate and assess proper charges to resident's accounts based on work performed by maintenance staff.
4. Follow up with residents about questions regarding work performed by CDA maintenance staff in resident's unit with regard to charges assessed to resident's account.
5. Contact vendors to order maintenance supplies.

20%

E. Perform administration functions and office operations as required

1. Distribute messages, answer telephones, and assist walk-in customers.
2. Provide clerical support and assistance to all site staff.
3. Send necessary correspondence to residents and third-party agencies.
4. Take inventory and order office supplies as needed.
5. Ability to accurately organize and file as needed or assigned.
6. Maintain accurate tenant files due to annual audits by private auditors and HUD or WHEDA.
7. Process security reports and distribute to proper site staff.
8. Process monthly reports related to delinquencies and rent roll. Create and process related necessary paperwork.
9. Process move-in and move-outs of residents. Work includes updating all written and electronic data bases, security logs, and tenant rosters.
10. Ensure all newly distributed forms and releases for residents are signed and properly filed according to HUD and WHEDA regulations.
11. Complete ongoing research and review of Local, State, and Federal guidelines and regulations to ensure site is in compliance.
12. Interpret site policies and procedures and develop, coordinate, and implement new work procedures and methods.
13. Complete and file all the end of the year reports.
14. Other duties 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 or ability to quickly learn and understand 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 maintain accurate accounting-type records.

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

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.