CLIENT SERVICES MANAGER

CLASS DESCRIPTION

General Responsibilities:

This is responsible supervisory and managerial work in the management of the Community Development Authority's (CDA's) Housing Voucher program, as well as the admissions and eligibility function of both the Housing Voucher program and Public and Multifamily Housing programs. The work involves responsibility for managing, coordinating, and directing program functional areas and developing and implementing operational systems, program policies and procedures that ensure high quality services and cost-effective operational systems. The position supervises staff through a Section 8 Supervisor and an Admissions and Eligibility Supervisor in an effort to foster alignment and collaboration, and works in close coordination with program leadership to create synergy and clarity amongst program staff. The position establishes best practices and standards of excellence for program management ensuring a high level of client satisfaction. The work includes developing operating budgets, and standard operating policies and procedures that ensure the achievement of goals, plans, and objectives are consistent with regulations, contract requirements, and performance standards, as set by the U.S. Department of Housing and Urban Development (HUD) and the Wisconsin Housing and Economic Development Authority (WHEDA). The position serves as a member of the CDA's senior management team and participates in the CDA's implementation of strategic housing initiatives to assist in designing and managing programs. Work is performed with a high degree of independence and decision-making under the general supervision of the Housing Operations Program Manager.

Examples of Duties and Responsibilities:

Ensure effective program operations, meeting CDA goals and performance benchmarks, and coordinating implementation in compliance with the regulations, policies, and contractual conditions as established by HUD, federal, state, and local government, and investment partners. Manage the admissions and eligibility functions of all CDA Housing programs, ensuring efficient, effective, and equitable services for maximum occupancy and voucher utilization within statutory requirements. Provide oversight and monitoring of CDA's Project Based Voucher (PBV) contracts including managing relationships with building owners/property managers and approving rent increases. Participate in the development and administration of new or existing HUD program previously not part of CDA's efforts, including the development of policies and procedures in compliance with program requirements and electronic reporting procedures via HUD Voucher Management System (VMS) software. Monitor program policies and procedures, ensuring the achievement of goals, plans, and objectives are consistent with regulations, contract requirements, and performance standards set by HUD and WHEDA. Update policy documents (e.g. Admissions and Continued Occupancy Policy, Administrative Plan, and Tenant Selection Plan.) and provide new policy guidance to other management staff. Ensure programmatic compliance by examining, evaluating, and investigating

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conformity with laws and regulations governing policy, contract and legal compliance, and notify the CDA Deputy Director and City of Madison Attorney's Office of significant issues, ensuring compliance with established policies and processes, and developing plans to address potential compliance problems.

Analyze CDA operations and provide information and expertise for planning and program development. Identify opportunities for operational improvement. Provide short-term and long-term objectives, policies, and actions, including planning, budgeting, and procurement. Monitor program and fiscal performance to ensure adequate funding for program operations and ensure expenditures comply with applicable regulations, including gathering and evaluating program fiscal and performance data, advising the CDA Deputy Director on program issues. Manage a collaborative process for Central Office Supervisors to share recommendations and problem solve customer service issues. Develop admissions goals and assist with Tenant Selection Plans and screening criteria.

Manage the Client Services team through supervisory staff. Hire, onboard, train, coach, lead, develop, evaluate and discipline staff. Plan, organize, assign, monitor, and evaluate diverse housing programs, staff and activities. Review work assignments, requirements, and review work product for completeness and accuracy. Provide general leadership to staff, provide consultation and advice on more complex and judgmental aspects of the work. Encourage collaboration, and create synergy and clarity amongst both Section 8 and Admissions and Eligibility staff. Ensure compliance with personnel, labor relations, and AA/EEO policies throughout housing operations. Conduct investigations as needed.

Keep informed of the new developments relative to the housing assistance programs, review changes and develop strategies for implementation and consistent treatment of clients. Participate in the development and/or modification of related departmental programs and policies. Monitor Federal Congressional Budget proceedings and HUD Housing Choice Voucher Program administrative changes and budgetary discussions and assess potential local impacts.

Plan, direct, or coordinate new software implementation, including the development of procedural process documents and customer "how to" videos.

Oversee the development and maintenance of recordkeeping systems to provide orderly assignment of certificates, vouchers and moderate rehabilitation assistance; and to ensure the collection and adequacy of documentation required for execution of Housing Assistance payments contracts. Prepare and submit internal and federal reports. Develop and process operational statistics and reports from which cost analysis or productivity data can be extracted. Prepare statistical reports on trends and demographics, wait list size and effectiveness, briefing and lease-up time, and eligibility outcomes.

Represent the CDA at meetings and events. Participate in a variety of City of Madison, cross-functional teams (i.e. Neighborhood Resource Team, Guidance Teams, Comprehensive Plan). Coordinate special projects amongst staff and partner agencies.

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Establish and maintain relationships with current and potential Section 8 voucher program partners. Relationships may include the creation of contracts, MOUs, and Scopes of Service, ongoing reporting and attendance at partner meetings. Provide outreach/education to groups. Actively promote and market HUD programs with rental property owners and the community. Implement an outreach program to develop and maintain a strong relationship with landowners.

Provide final decisions on program rules to individuals. Meet with and respond to difficult tenant/program participant/program applicant issues. Respond to complaints, inquiries, and requests on behalf of the CDA Deputy Director, including developing agency responses to issues and articulating agency positions on sensitive or controversial issues. Assist staff with hearings and related legal compliance processes.

Serve as a member of the CDA's senior management team. Participate in agency strategic planning and goal setting process, and re-engineering of current programs and procedures. Assist the CDA Deputy Director with program and housing development activities, including the coordinating and writing of funding applications. Provide management staff support to the CDA Deputy Director and CDA Board of Commissioners.

Coordinate program budget planning and administration with the Housing Program Operations Manager, Finance Manager, Admissions and Eligibility Supervisor, and Section 8 Supervisor. Develop and monitor operating and capital budgets. Administer procurement and contract administration.

Review and approve all Housing Assistance Payments (HAP) Contracts to ensure compliance with federal regulations. Audit files for compliance with program regulations to prepare for audits by City and HUD auditors. Participate in audits and reviews.

Attend trainings and conferences as appropriate.

Perform related work as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Three (3) years of progressively responsible, federally assisted housing experience (including directly related housing program administration) with at least two (2) years of supervisory experience in this capacity. Such experience would normally be gained after graduation from an accredited college or university with a Bachelor's Degree in public or business administration, or a related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge,

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skills, and abilities necessary to perform the duties of these positions will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Thorough knowledge of the principles and practices of general business management, including planning, computer systems and databases, grant and contract administration, and business communications. Thorough knowledge of financial management, including budget management, and procurement and purchasing. Working knowledge of public administration and federal housing program principles, practices, and reporting requirements. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Working knowledge of project planning and project management principles. Working knowledge of and ability to use computer software applicable to the duties of the position. Knowledge of social issues that impact low-income residents. Ability to interpret and apply the laws, rules, policies, procedures, and guidelines governing housing programs, including fair housing and disability discrimination laws. Ability to resolve disputes, facilitate resolution, and build trust. Ability to make decisions based on relevant facts and guidelines and to explain and document such decisions. Ability to learn and use property management database systems and HUD systems. Ability to analyze multiple, complex federal regulations, and develop and implement responsive operating procedures. Ability to develop, administer and monitor policies, procedures, strategies and operational systems for housing programs. Ability to develop and evaluate budgets and interpret financial statements. Ability to make accurate calculations, maintain accounting records, follow budgeting procedures, and assess the accuracy of data. Ability to make decisions within policy constraints and to interpret complex departmental, City, and funding source policies to the general public, the business community, or other special interest groups. Ability to identify problems, thoroughly and creatively analyze possible solutions, and recommend the most appropriate solutions. Ability to evaluate existing housing policies and make recommendations to develop new policies to meet newly identified needs. Ability to compile, organize, summarize and analyze data and develop statistical and narrative reports. Ability to write reports, business correspondence, training materials, and procedure manuals. Ability to hire, train, assign, evaluate and discipline employees. Ability to plan, organize, prioritize, and coordinate workflow. Ability to communicate effectively both orally and in writing. Ability to make public presentations on complex issues and represent the CDA in a professional capacity. Ability to establish and maintain effective working relationships with employees, managers, other City employees, outside agencies, and the public. Ability to show empathy and compassion in difficult situations. Ability to exercise sound judgment to resolve disputes with tact and diplomacy, facilitate resolution, and build trust. Ability to create supportive work teams for building communities, fostering constructive relationships, and promoting effective programs and activities to promote housing stability and economic self-sufficiency of residents. Ability to work effectively with multicultural populations. Ability to interact tactfully and firmly

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with potentially hostile individuals. Ability to work independently, manage and direct multiple projects simultaneously, and to meet multiple deadlines with attention to detail and accuracy within time constraints. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Possession of a valid driver's license. Ability to provide own vehicle and maintain proof of insurance.

HCV or Section 8 Management Certification from a CDA approved training organization (e.g. NAHRO, Nan McKay, etc.) or ability to obtain the certification within six (6) months of appointment. Failure to obtain this certification within the 6-month probation/trial period will result in the employee not passing probation/trial period, absent extenuating circumstances.

Physical Requirements:

Work is generally performed in an office environment using standard office equipment such as computer, fax, telephone, and copier. Must have the ability to sit/stand for long periods of time.

Department/Division	Comp. Group	Range
Planning & Community & Economic Development-CDA Division	18	12

Approved: _____

Erin Hillson Date
Human Resources Director

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