

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):  
Melissa Steinmann  
Work Phone: 264-2305
  2. Class Title (i.e. payroll title):  
Administrative Clerk I
  3. Working Title (if any):  
Housing Administrative Clerk
  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:  
March 20, 2001
  9. From approximately what date has employee performed the work currently assigned:  
April, 2012 – June, 2013
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10. Position Summary:

This position involves varied and responsible administrative support work in the implementation and coordination of specific Housing Operations functions, necessitating judgment, discretion, and initiative in the interpretation and application of federal, state, and local program policies, procedures, and processes. Work at this level is characterized by on-going responsibility for specific program support activity. The individual in this position must be able to work independently, as well as assume an area of administrative responsibility as a part of the admissions & eligibility team. The individual will handle confidential personnel matters and must be able to perform record keeping and reporting functions relative to assignments. The individual may provide training and review the work of lower-level clerical employees as assigned. This individual also serves as a back-up receptionist. Work is normally performed independently within existing guidelines with general direction from the admissions & eligibility supervisor.

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

**25% A. Payroll and Personnel**

1. Prepare and coordinate payroll for the division, including
  - a. developing and overseeing a timesheet process;
  - b. detailed coding involving various accounts and according to multiple HUD AMPs and cost centers;
  - c. accurate computation and data entry;
  - d. payroll adjustments; and
  - e. paycheck distribution.
2. Research discrepancies of payroll data (i.e. leave time, overtime) ensuring accuracy and adherence to procedures prior to processing.
3. Provide employees with individual payroll information related to their paychecks and policies.
4. Process worker's compensation claims; maintain related records; and act as liaison to insurance company and City Human Resources.
5. Prepare payroll projections to be used in the annual budget process.
6. Process personnel-related documents/materials including new hires, terminations, requisitions, and personnel action forms; and assist hiring managers with specific recruitment efforts.
7. Maintain a structured payroll record-keeping environment for security and confidentiality.
8. Conduct *Housing Operations New Employee* orientations.
9. Maintain City job postings at central office, per union contract requirements.
10. Distribute and collect employee donation materials for City's annual combined campaign.
11. Attend City's Payroll User Group meetings and disseminate important payroll information, issues, and trends to payroll back-up person(s) and supervisor.

**30% B. Admissions and Eligibility**

1. Process pre-applications for specific housing programs, including determining bedroom size, local preference(s), and wait time; data entry; receipt issuance; incomplete applications; and canceling applicants per program policies.
2. Determine income qualifications and initial or preliminary eligibility per program policies; issue denial notices related to initial eligibility, providing appropriate evidence to support denial; defend decisions of denial; monitor appeal deadlines; coordinate informal hearings; issue final denial status or allow for placement on a wait list.
3. Process reported changes and preference verifications.
4. Maintain records and routinely report to supervisor and wait list specialists on the quality and quantity of incoming pre-applications, as well as processing goals and efforts.
5. Communicate with applicants and advocates regarding applicant status and eligibility process.
6. Coordinate pre-application data processing assistance through City's Administrative pool.
7. Provide support to wait list specialists by performing applicant intake, applicant screening checks (i.e. criminal background, EIV, credit report); third-party verifications (i.e. disability, income/asset, landlord); and wait list updates (i.e. deadwooding.)

**20% C. Office Administration and Clerical Support**

1. Administrative support to CDA Housing Operations Subcommittee and meetings, including legislative system processes (i.e. agenda, minutes.)
2. State Records administrator.
3. Assist with travel and training arrangements for Housing employees.
4. Order and maintain office supplies and printing materials for Housing central office.
5. Maintain agency memberships (i.e. NAHRO.)
6. Office contact for multifunctional machine maintenance and supplies.
7. Coordinate facility maintenance issues for office suite.
8. Administrative support to Division Director and management team.
9. Back-up for Receptionist/Information Clerks.

**20% D. Accounting Assistance**

1. Pay office invoices through City system (i.e. LPOs and Requisitions).
2. Process employee mileage expense reimbursements.
3. Purchasing card reconciliation and submission within prescribed time limits.
4. Distribute and collect vendor forms for City Finance such as *W-9 Request for Taxpayer Identification Number and Certification* and *Direct Deposit Authorization*.
5. Agency contact for debts-owed by program participants, including systems updates.
6. Reconcile photocopy accounts receivable and payments.
7. Purchase postage for agency's third-party return-mail envelopes.
8. Maintain petty cash for central office.

**5% E. Other**

1. Other 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, and presentation software (i.e. Microsoft Word, Excel, PowerPoint); knowledge of data processing procedures and database systems; and ability to accurately input data in a timely manner.
- Working knowledge of subsidized housing practices relative to applications and basic eligibility; ability to interview applicants/participants in order to gather information; 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; ability to maintain trust and confidentiality; and ability to remain approachable, responsive, helpful, communicative, and sympathetic to employees' concerns over payroll issues.
- Ability to organize, prioritize, and perform clerical work activities, 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.

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).

Melissa Hennemann  
 EMPLOYEE

6/9/2014  
 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).

Loa Davies  
 SUPERVISOR

June 9, 2014  
 DATE

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