

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 & Section: Community Development Authority (CDA) Housing Operations Division</p>
<p>2. Class Title (i.e. payroll title): Program Assistant II</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): Admissions & Eligibility Leadworker</p>	
<p>4. Name & 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, 2014</p>	
<p>10. Position Summary:</p> <p>Perform highly responsible administrative support, basic program coordination, and lead work relating to the implementation 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, housing partners, or other third parties. This position necessitates independent 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 is involved in leading, training, and scheduling the work of lower level staff and assisting in the design of admissions & eligibility processes and systems. 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.</p>	

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

70% Eligibility Coordination

1. Applications and Waiting List Management
 - Interview and assist families applying for housing assistance, and advise customers of program requirements, rights, and obligations.
 - Collect application information and conduct/oversee the processing of paperwork and data-entry by clerical staff.
 - Conduct and oversee the collection of forms and documents to determine eligibility, including all verification, waiting list preference, and income calculation procedures.
 - Maintain and select applicants from program waiting lists, and update waiting lists periodically.
 - Provide wait-list status on applicant inquiries and make referrals to other service agencies, as needed.
 - Participate in the opening and closing of program waiting list efforts and events, including a lottery process.
 - Implement new program waiting lists and related day-to-day admissions processes for CDA Section 42 Low Income Housing Tax Credit properties and other new program efforts (i.e. Section 8 Project-Based, Veterans, and Family Unification Vouchers).
 - Maintain waiting list reports for compliance with program audits.
 - Maintain effective relationships with landlords, social service agencies, advocacy groups and the public; and work closely with third party agencies awarded housing assistance through CDA programs (i.e. Section 8 Project-Based, Veterans, and Family Unification).
 - Respond to housing program questions and complaints, as related to admissions and eligibility.

11.

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

2. Applicant and Participant Screening

- Conduct and oversee criminal background checks, verification of rental suitability, verification of citizenship/eligible immigration status, and project eligibility on all applicants/participants for programs' prohibitions.
- Approve/Deny eligibility for housing programs.
- Communicate the rules, regulations, and process related to admissions and eligibility.
- 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.

3. Occupancy / Vacancies / Utilization

- Coordinate special needs cases, occupancy exceptions, lease-up for accessible units, and reasonable accommodations.
- Communicate regularly with property management staff and/or Section 8 staff and coordinate for vacancy and voucher utilization needs.
- Send acceptance letters and monitor deadlines.
- Make recommendations on, and assist with marketing.
- Compile and present data reports.

4. Appeal/Grievance/Hearing Process

- Coordinate and/or conduct Informal Hearings/Reviews for applicants
- Maintain hearing records and track hearing decisions.
- Assist with complaint investigations, including HUD, WHEDA, Fair Housing, and Circuit court administrative reviews.
- Recommend program changes and improvements.

15% Leadworker

- Interpret policies and procedures and develop, coordinate, and implement new and existing work procedures and methods.
- Assign work to lower level staff, including hourly and light-duty clerical staff.
- Coordinate workflow and assist with the prioritization of work assignments based on vacancy and utilization needs, as well as front-line needs (intake and reception).
- Train and coach lower level staff and make recommendations on non-CDA training needs.
- Evaluate work being assigned and monitor performance.
- Assist with the interview process and make recommendations on staffing needs
- Assist with performance evaluations and provide feedback to both lower-level employees and the supervisor.

15% Office Administration

- Coordinate and/or process payroll activities and provide assistance with auditing payroll data.
- Process purchase orders and requisitions.
- Assist in the collection and analysis of data.
- Review and transmit reports to other departments or agencies.
- Send necessary correspondence to applicants and third-party agencies.
- Review regulations, CDA admissions and eligibility policies, and other materials for up-to-date information.
- Administrative support to CDA Housing Operations subcommittees.
- As a backup, assist with reception and intake window operations.
- Perform administrative support, 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 customers, housing advocates, and landlords regarding HUD guidelines, agency policies, and CDA admissions & eligibility procedures.

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

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 establish effective working relationships with co-workers. 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 participate in the informal hearing process; and effectively represent the CDA's housing programs and the interest of program applicants and participants.

Ability to perform detail-oriented tasks, meet deadlines and due dates; and ability to work under pressure and with interruptions.

Ability to maintain adequate attendance.

13. Special tools and equipment required:

Computer, multi-line phone system, multifunctional machines (fax/printer/scanner/copier).

14. Required licenses and/or registration:

Valid Wisconsin driver's license.

Must successfully complete City of Madison's *Leadership Development Program*.

Must obtain Occupancy Specialist certification (CSO or COS) from a CDA approved training organization (i.e. NAHRO, Nan McKay, NCHM), and related to program waiting list assignment, within first year of receiving Program Assistant II classification; and must complete any required continuing education upon certification of CSO.

15. Physical requirements:

Ability to work in a stressful environment.

Ability to sit or stand for long periods of time.

Ability to lift file boxes weighing 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.

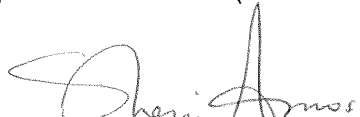
provides general leadership (please provide detail under Function Statement).

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's Signature _____ Date 10-16-14

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's Signature _____ Date October 16, 2014

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