

## CITY OF MADISON POSITION DESCRIPTION

Name of Employee (or "vacant"):

Lisa Daniels

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

Housing Administrative Manager

3. Working Title (if any):

Housing Administrative Manager

4. Name & Class of First-Line Supervisor:

Tom Conrad

5. Department, Division & Section:

CDA Housing Operations Division

6. Work Address:

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

7. Hours/Week: 38.75

Start time: 8:00 am      End time: 4:30 pm

8. Date of hire in this position:

December 15, 2003

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

August, 2007

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10. Position Summary:

This is responsible professional, administrative, management, and supervisory work within the Community Development Authority (CDA) Housing Operations Division. The work involves directing and managing technical admissions and eligibility functions for all CDA subsidized housing programs, as well as agency administration. This position is responsible for supervising the work of professionals and administrative staff on a day-to-day basis. The work involves research and analysis, project planning and project management, and direct responsibility for a wide range of specialized programs and activities, on an on-going basis. The work involves analyzing, developing, and maintaining CDA Housing Operations systems and procedures, writing and implementing policies, consultation within the Division, implementing new Housing programs, and performing in assignments relative to monitoring and improving operations. This position is also responsible for overseeing and developing the full range of centralized administrative support functions (e.g. purchasing, payroll), and for managing the agency's internal operating budget process, including development, coordination, and implementation. The employee exercises considerable independent judgment and discretion in achieving goals and objectives of the CDA Housing Operations Division. Under the general supervision of the Division Director, the employee functions as an integral member of the Housing Operations Management team by providing expertise in the areas of program management and policy formation.

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

50% A. Admissions & Eligibility Management

1. Plan, develop, implement, direct, evaluate, and refine admissions and eligibility services for the agency, including:
  - Application intake, wait lists, verifications, screening, debts owed, tenant selection, and project eligibility processes, procedures, and policies
  - Priority and preference systems
  - Ensuring maximum occupancy and voucher utilization
  - A safe and efficient Section 8 lottery process
  - Unit and development marketing under Fair Housing standards
2. Recruit and hire employees. Oversee the design and implementation of performance standards, work plans, and team structure to meet program goals and objectives. Develop and implement training and action plans to ensure the knowledge and skills necessary to meet program objectives. Address staff strengths and development needs, and ensure that training plans are implemented to address deficiencies. Evaluate work performance for agency goals including customer service standards, and take necessary action to assure that the work of subordinate employees meet standards of quantity and quality. Participate in related disciplinary actions and grievances.
3. Monitor program policies and procedures, ensuring the achievement of goals, plans, and objectives are consistent with regulations, contract requirements, and performance standards set by the U.S. Department of Housing and Urban Development (HUD) and the Wisconsin Housing and Economic Development Authority (WHEDA).
4. Participate in the development, implementation, and administration of new housing programs, including development of admissions and eligibility policies and procedures in compliance with program requirements. Prioritize goals and ensure that new program admissions receive assistance in a timely fashion. Provide training and consultation to new housing partners (i.e. PBV organizations, Veterans Affairs Administration, Dane County Human Services.)
5. Provide consultation to Housing field office staff, Section 8 staff, local organizations, and City staff; and provide programmatic information to individuals and groups, both through formal presentations and written materials. Assist other affordable housing project teams, with admissions goals, including Tenant Selection Plan and screening criteria review.
6. Prepare related statistics and reports (i.e. application trends and demographics, wait list size and effectiveness, eligibility outcomes, occupancy, unit turnaround, denials, and hearings.)
7. Oversee the agency's informal hearing process and procedures, including the hiring and training of new hearing officers; and represent the CDA in legal matters and Fair Housing claims by working directly with Assistant City Attorney.

50% B. Administration and Project Management

1. Oversee the management of front-line customer operations for the Housing Central office, including reception, phone, voicemail, and security systems. Oversee facility matters and equipment and furniture purchases for the Central office.
2. Monitor program activities by extracting data, analyzing, and reporting on the effectiveness of housing activities, processes, and outcomes (i.e. income targeting, deconcentration, work orders, aged receivables, port-ins, VASH, and FUP.) Provide presentations to the Director, CDA Board of Commissioners, and to HUD.

3. Assist with HUD's annual performance evaluation (PHAS and SEMAP) by monitoring program goals, conducting internal audits, and reporting to HUD. Report executive compensation to HUD on an annual basis. Participate in City Single audit and annual audits performed by WHEDA and by HUD, and ensure that internal controls are in place for rental integrity, program and contract compliance, and to prevent program fraud.
4. Policy research and writing (i.e. Admissions and Continued Occupancy Policy, Administrative Plan, and Tenant Selection Plan), including the evaluation of current program services and policies for compliance with federal regulations and other HUD rules and initiatives (i.e. State and local rental law, Fair Housing law, Section 504 compliance, and the Violence Against Women Act.) Monitor HUD policy information and PIH notices. Provide guidance to other management staff. Analyze programmatic practices and procedures and make recommendations for organizational, operational, policy, and procedural improvements.
5. Manage the agency's Annual Plan process, including writing narrative reports, providing statistical data on area housing needs, writing progress reports, presenting a draft plan to the agency's Resident Advisory Board (RAB), ensuring timely submission to HUD, and working directly with HUD through the approval process.
6. Provide leadership and support for agency's budget planning, implementation, and management, including coordinating the budget development process, leading technical staff, balancing accounts and funds, and gathering information from agency cost centers, City departments, and vendors on expenditures and on agency needs. Using project-based management principles, determine appropriate cost center allocations. Oversee technical staff in the implementation of project accounts, reporting on expenditures, carry-forward funds, and year-end adjustments. Communicate with the City Finance team on expenditures and budget adjustments. Assess management fee periodically. Manage the Central Cost Center budget and address variances. Advise agency Director through the budget process, including assistance with budget proposal narratives, service budget proposal and measurable goals, savings reduction plans, and recommend budget amendments and revisions based on changes in trends or new program initiatives.
7. Serve as the agency's Civil Rights Coordinator by managing the agency's Equitable Workforce Plan and Language Assistance Plan, ensuring equity goals are met and limited English proficiency is addressed. Perform assessments, write Affirmative Fair Housing Marketing Plans, and submit to HUD for approval. Serve as the agency's 504 Coordinator. Oversee the reasonable accommodation procedures for the agency and provide consultation to other managers on reasonable accommodation cases.
8. Manage the CDA's Public Housing unit inventory in HUD's Inventory Management System (PIC/IMS), including reviewing building and unit data for inaccuracies, submitting subsidy approval requests to HUD (i.e. units undergoing modernization, casualty loss, or market conditions), and submitting requests to HUD to deprogram/reprogram non-dwelling units. Submit demolition and disposition applications to HUD and provide necessary evidence to support request per federal regulations. Provide unit-months data on occupied units to CDA Accountant for Operating fund submission subsidy calculations. Work with HUD on needed inventory corrections. Perform annual Capital Fund data certification.
9. Oversee the agency's payroll, workers compensation, expense reimbursement, and hiring processes. Implement efficient and effective payroll systems to properly capture expenses for each agency cost center.
10. Oversee technical projects, including the implementation of on-line systems, data-base portals, and agency collaboration and archive systems. Advise technical staff on appropriate workflows and appropriate security management. Serve as the agency

contact for City's Information Technology Department. Manage the agency's website. Oversee the agency's database for structure, compliance, and security, and approve annual maintenance. Serve as the agency's Security Coordinator for HUD's Enterprise Income Verification system, and ensure that Fair Credit Reporting standards are being met. Serve as the agency's Records Custodian and manage open records requests.

12. Primary knowledge, skills and abilities required:

Working knowledge of directly related federal housing program principles, practices, terms, and criteria. Ability to analyze multiple, complex federal regulations, and develop and implement responsive operating procedures. Ability to evaluate existing housing policies and make recommendations to develop new policies to meet newly identified needs. Superior writing skills including the ability to develop written program summaries and training materials.

Working knowledge of general business management, public administration, and office management principles and practices, and the ability to develop, administer and monitor administrative policies and procedures.

Ability to independently develop new programs and procedures, and to learn technical and administrative program requirements and procedures. Working knowledge of project planning and project management principles and excellent organization skills. Ability to manage and direct multiple projects simultaneously and to meet deadlines within close time constraints.

Working knowledge of supervisory principles and practices and the ability to hire, train, assign and supervise employees.

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.

Working knowledge of manual and computerized accounting systems and municipal budget processes. Ability to monitor and budget resources and to analyze problems and recommend solutions.

Ability to identify problems, thoroughly and creatively analyze possible solutions, and recommend the most appropriate solutions. Ability to exercise judgment and tact in the resolution of complaints. Ability to manage human resource issues. Ability to establish and maintain effective working relationships with employees, managers, city agencies, outside agencies and the general public.

Ability to communicate effectively, both orally and in writing. Ability to plan, organize, and supervise detailed work. Ability to make accurate calculations, maintain accounting records, follow budgeting procedures, and assess the accuracy of data.

Working knowledge of database systems, various types of software and/or specialized programs. Ability to gather, organize, analyze, and summarize data, and present clear and concise reports. Ability to prepare a wide variety of statistical and narrative reports.

Ability to make public presentations, answer questions, and explain program requirements. Ability to resolve disputes or facilitate resolution. Ability to make decisions based on relevant facts and guidelines and to explain and document such decisions.

Ability to maintain adequate attendance

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13. Special tools and equipment required:

Ability to use a computer and Microsoft software, including Excel and SharePoint. Ability to use database systems, including HUD systems. Ability to use financial/accounting software.

14. Required licenses and/or registration:

Wisconsin Driver's license. Ability to be bonded and insured.

15. Physical requirements:

Ability to meet with clients, travel to agency field offices, and attend off-site meetings (local and out of town).

16. Supervision received (level and type):

Reports to the CDA Housing Programs Manager (Division Director) and the CDA Executive Director with a high level of independence and decision making.

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.

