

## CITY OF MADISON POSITION DESCRIPTION

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

Bennett Hogendorn

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

Program Assistant I

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Lisa Daniels, 267-8709

5. Department, Division & Section:

Community Development Authority – Housing Operations Division

6. Work Address:

215 Martin Luther King, Jr., Blvd, Suite 161  
Madison, WI 53703

7. Hours/Week: 38.75

Monday – Friday, 8:00 am - 4:30 pm

8. Date of hire in this position:

June 18, 2018

9. From approximately what date has employee performed the work currently assigned: December 19, 2019

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10. Position Summary:

The position involves varied, detailed, and highly responsible administrative and program support work in the Community Development Authority (CDA). The individual in this position must be able to work independently, coordinate many projects, and assume an area of administrative responsibility necessitating judgment, discretion, and initiative in the interpretation and application of federal, state, and local program policies, procedures, and processes.

The individual will be responsible for activities related to incoming housing applications, payroll preparation, purchasing, hearing coordination, confidential personnel matters, office management, and administrative support for the CDA Board of Commissioners and related subcommittees, as well as the CDA Resident Advisory Board (RAB) and the Madison Revitalization and Community Development Corporation (MRCDC) Board of Directors. The individual also provides as backup to reception as needed.

In depth knowledge and technical skills are required in processing payroll through electronic timesheets, interfacing with MUNIS financial software, training employees on the electronic timesheet, and auditing employee payroll, accrued leave, and work history. The individual must be able to meet payroll-related deadlines, and perform record keeping and reporting functions relative to assignments.

Work is normally performed independently within existing guidelines with general direction from the Admissions & Eligibility Supervisor and the Housing Programs Analyst.

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

**30% Payroll and Personnel**

1. Prepare and coordinate payroll for the division, including:
  - Developing and overseeing a timesheet process
  - Monitoring employee payroll functions and deadlines
  - Detailed coding of various accounts for multiple HUD AMPs and cost centers
  - Accurate computation and data entry
  - Payroll adjustments
2. Research discrepancies of payroll data (i.e. leave time, overtime) ensuring accuracy and adherence to procedures prior to processing.
3. Coach employees through the payroll process, including training and review of individual employee functions within the ERP system.
4. Provide employees with individual payroll information related to their paychecks and policies.
5. Process worker's compensation claims and FMLA benefits; maintain related records; and act as liaison to insurance company and City Human Resources.
6. Process personnel-related documents/materials including personnel action forms, new hires, terminations, and requisitions; 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. Coordinate the agency's annual combined campaign.
10. Attend City's Payroll User Group meetings and disseminate important payroll information.
11. Maintain CDA organization chart and report changes to the Government Resource Guide.

**30% Admissions and Eligibility**

1. Process web-based housing applications:
  - Determine bedroom size
  - Assign local preference(s)
  - Perform project eligibility verification for disabled status
  - Determine wait time and issue receipt
  - Cancel applicants per program policies
2. Communicate with applicants and advocates regarding applicant status, as well as regarding the housing program rules, regulations, and eligibility process.
3. Coordinate and assist applicants with on-line application process.
4. Assist with verification and background checks as needed.

**40% Office Management and Administration Support**

1. Administrative support to CDA and MR CDC Boards, Subcommittees, and RAB including legislative system processes (i.e. agenda, minutes) and technical support for virtual meetings.
2. Serve as a Hearing Coordinator by scheduling hearings, reserving hearing rooms, compiling and disseminating hearing packets, and sharing communications equally between both parties.
3. Serve as a Records Coordinator for CDA records retention and destruction needs.
4. Serve as a CDA SharePoint Administrator.
5. Assist with travel and training arrangements for CDA employees.
6. Process invoices through MUNIS system.
7. Order and maintain office supplies.
8. Purchasing Card reconciliation and submission.
9. Maintain agency subscriptions and memberships.
10. Office contact for multifunctional machine maintenance and supplies.
11. Coordinate facility maintenance issues for office suite.
12. Assist with furniture and equipment purchases and disposition.

13. Maintain petty cash.
14. Backup for Receptionist.
15. 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; ability to utilize on-line communications and reporting systems, and to accurately input data in a timely manner.
- Working knowledge of subsidized housing practices and principles; 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 and deadlines are met; 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, 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 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 maintain adequate attendance.

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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).

\_\_\_\_\_  
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.