

CITY OF MADISON POSITION DESCRIPTION

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

Vacant

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

Program Assistant 2 (J071)

3. Working Title (if any):

Program Assistant

4. Name & Class of First-Line Supervisor:

Lisa Daniels, Administrative Services Manager (H387), 608-267-8709

5. Department, Division & Section:

PCED - Community Development Authority (CDA) Housing Operations Division

6. Work Address:

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

7. Hours/Week: 38.75

38.75 Hours, Monday – Friday (8:00 am - 4:30 pm)

8. Date of hire in this position:

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

10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

The Community Development Authority (CDA) was established by the City of Madison in 1979 to help households with low and moderate incomes secure safe and well-maintained affordable housing as a foundation for improving economic stability and wellbeing. The CDA accomplishes this mission by administering U.S. Department of Housing and Urban Development (HUD) contracts for programs including Public Housing, Multifamily Housing, and Section 8 Housing assistance programs. The CDA also works to strategically redevelop CDA and City of Madison properties with affordable and mixed-income housing that is resilient, connected, and sustainable. The CDA is Madison's largest subsidized housing provider and is in the process of expanding and improving its housing portfolio to better serve community needs.

As a primary role, this Program Assistant provides administrative support as part of the CDA's Central Office team of twenty-four (24) staff, enhancing efficient, effective, and equitable operations and ensuring program and grant compliance.

Meanwhile, located on the same floor and adjacent to the CDA central office space with a staff of four (4), the Director's Office for the City's Department of Planning Community and Economic Development (DPCED) provides leadership, management, and communications services for the five DPCED divisions (Building

Inspection, CDA, Community Development, Economic Development, and Planning). The DPCED Director also serves formally as the Executive Director of the CDA.

As a closely related role, this Program Assistant provides executive administrative support within the DPCED Office of the Director.

11. Position Summary:

This is a highly responsible office management and administrative position in the Central Office of the Community Development Authority (CDA). The position works under the direction of the CDA Administrative Services Manager and provides coordinated administrative support to CDA housing programs and redevelopment functions. The position also serves to support the Director's Office of the Department of Planning, Community and Economic Development (DPCED) including executive support for the Director, administrative support on cross-division projects and initiatives, and coordination of DPCED staff meetings and events. The position involves varied, detailed, and highly responsible administrative support and clerical work. Judgment, discretion, and initiative are needed for on-going duties and interpretation of policies, procedures, and processes. The individual in this position must be able to work independently, coordinate many projects, and communicate effectively while working as a member of the CDA Housing Operations team and supporting the priorities of the DPCED Director. The individual will have direct responsibility for office management functions, will be responsible for administrative support to the CDA Board, will assist with confidential recruitment efforts, will provide training, and may review the work of lower-level clerical employees as assigned. The individual must be able to perform record keeping and reporting functions relative to assignments, and must be able to attend 2-3 board or committee meetings per month on weekday evenings.

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

65% Office Management

Office management duties for both the CDA Central Office and PCED Office of the Director:

1. Within the City's MUNIS system, reconcile monthly purchase card transactions, and process purchase orders and invoices.
2. Develop, implement, and monitor office procedures and systems; and create and update operating procedure manuals.
3. Manage documents and records per records retention requirements. Serve as a Records Coordinator for the State Records Storage System by managing the retention and disposition of physical records. Manage confidential records destruction services.
4. Monitor and maintain adequate levels of office supplies, agency subscriptions, and memberships.
5. Serve on a team of SharePoint Administrators and assist with electronic records storage solutions; assist with special projects (e.g. network folder structure and naming convention implementation).
6. Coordinate with City Information Technology staff to manage hardware replacement and installation and serve as point-of-contact for multifunctional machines and any servicing needs that arise.
7. Assist hiring managers by supporting online recruitment, serving as a main contact for candidates, entering information into the City's NeoGov system, and coordinating workstation setup, building access, onboarding new employees, and occasional supervision of interns.
8. Maintain confidential personnel files, current organizational charts, and employee directories.
9. Serve as a notary public.

Duties specific to the CDA Central Office

10. Serve as CDA System Administrator for HUD systems (Real Estate Assessment Center, Public Housing Information Center, and Enterprise Income Verification). Coordinate Annual Security Awareness training and maintain related records.
11. Maintain HUD Section 3 new hire reports.
12. Coordinate facility maintenance requests as needed and provide regular communications to employees for effective workflow within office suites.
13. Support CDA Equity initiatives. Monitor APM 3-5 training for compliance; assist with equity action plans and updates; provide Video Relay Interpretation trainings; and assist with vital document translation projects.
14. Monitor professional certification renewal deadlines for CDA staff.
15. Assist Administrative Services Manager with preparation of the CDA Annual Plan required by HUD.
16. Assist with data entry for annual operating and capital budget process.
17. Coordinate special document needs through City of Madison Document Services.
18. For major redevelopment efforts, support project managers with logistics, including occasionally hand-delivery of checks and funding applications (e.g. loan payments, tax credit applications).
19. Other related work as assigned.

15% Executive Assistance to DPCED Director and CDA Deputy Director

1. Assist with scheduling meetings and maintaining Directors' calendars.
2. Assist with occasional travel and training arrangements.
3. Collect and manage items for DPCED Director's signature from within and outside of DPCED.
4. Assist in the coordination of occasional special projects, trainings, and events, such as an annual DPCED all-staff meeting and optional team-building opportunities.
5. Other related work as assigned.

20% Committee Support

Administrative support to CDA and MRCD boards, Subcommittees, and Resident Advisory Board, including updates in the City's Legistar system processes:

1. Maintain meeting plan and attend planning meetings.
2. Create and publish agendas and upload cross reference lists.
3. Disseminate electronic agendas and related information to committee members and management team.
4. Process and track occasional resolutions for referral to Common Council.
5. Secure Meeting space (or virtual setting).
6. Facilitate meetings and provide technical support (open/close and video record meetings, call the roll, announce registrants, and assist with procedural motions per Roberts Rules of Order).
7. Create and publish meeting minutes.
8. Coordinate certain meeting protocols through advice from City Attorney's Office.
9. Serve as point-of-contact for public comments and meeting accommodation requests.
10. Maintain meeting dashboard, Zoom reservations, public registration, and resolutions logs.

13. Primary knowledge, skills and abilities required:

- Knowledge of office procedures, methods, and equipment.
- Knowledge of English composition, correct punctuation, spelling, grammatical usage, and acceptable business letter and report formats.
- Knowledge of data processing procedures and database systems.
- Knowledge of business math and basic accounting and budgetary practices.
- Knowledge of payroll procedures, time conversion, and payroll systems.
- Ability to independently perform a delegated office function or assume an area of administrative responsibility.
- Ability to develop, implement, and monitor operating systems and procedures; to learn technical and administrative program requirements and procedures; and to provide training to others.
- Ability to maintain proficiency with word processing, spreadsheet, and presentation software (i.e. Microsoft Word, Excel, PowerPoint).
- Ability to utilize on-line communications and reporting systems, and to accurately input data in a timely manner.
- Ability to ensure that payroll functions run efficiently, and deadlines are met; to maintain trust and confidentiality; and to remain approachable, responsive, helpful, communicative, and sympathetic to employees' concerns over payroll issues.
- Ability to make routine mathematical computations; and ability to perform accounting related tasks and effectively allocate charges and expenses to proper department and cost center accounts.
- Ability to organize, prioritize, and perform clerical work, as well as oversee certain clerical activities.
- Ability to interpret rules and 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 gather, organize, review, and report information.
- Ability to prepare accurate numerical, narrative, and statistical reports.
- 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.
- 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.

14. Special tools and equipment required:

Computer, multifunctional machines (i.e. fax/printer/scanner/copier)

15. Required licenses and/or registration:

Notary Public, HUD Systems Administrator (must be able to obtain within 6-month probation period)

16. 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.

17. Supervision received (level and type):

General

18. 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).

Please see duties noted under Office Management Function. Employee will be responsible for training other employees and may oversee lower-level clerical staff and interns.

19. 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

20. Supervisor Statement:

- X 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.