

## Housing Site Manager

Apply on line at <http://www.cityofmadison.com/jobs>

Salary \$63,911.13 - \$75,840.96 Annually

Location Madison, WI

Job Type PERMANENT FULL TIME

Department CDA Housing Operations

Job Number 2019-00003

Closing 4/8/2019 11:59 PM Central

Comp. Group/Range 18/08

- [Description](#)
- [Benefits](#)
- [Questions](#)

### General Description

This is responsible supervisory and administrative work in directing the operations and services of federally subsidized housing programs/facilities. Work involves developing and maintaining effective tenant relations, coordinating facility maintenance and administrative activities, and administering directly-related housing programs. Work is performed under the general supervision of the Housing Operations Program Manager.

### Examples of Duties and Responsibilities

- Develop and maintain effective tenant relations. Review applicant information and recommend resident admission. Facilitate timely occupancy. Conduct lease orientation, and provide for administrative considerations (e.g., pre-occupancy inspections, security deposits, etc.). Oversee tenant service programs and activities to foster responsible tenancy. Enforce lease provisions. Coordinate rent collection.
- Receive complaints; gather information, and conduct pertinent investigation(s); inform, advise, warn tenant of violations; document as appropriate. Prepare and issue lease termination notices. Participate in tenant grievance conference and hearings. Coordinate eviction processes. Coordinate tenant vacate activities. Work closely with legal counsel; appear in court as CDA witness.
- Supervise program administrative staff. Hire, train, assign, monitor, coach and counsel staff. Provide for effective employee relations. Conduct/participate in staff meetings. Administer housing monitor and caretaker contracts. Coordinate the provision of external services, e.g., maintenance activities, police, contract security, etc. Coordinate maintenance staff to maintain curb appeal and resident satisfaction.
- Oversee/conduct annual tenancy review process to establish applicable lease conditions. Oversee/conduct interim reviews as applicable. Oversee/conduct apartment inspections.
- Monitor and facilitate timely rent payments. Establish financial obligations relative to facility damage and establish repayment plan.
- Provide for housing program administration consistent with funding standards, and other controlling regulations and standards. Maintain effective public relations. Prepare detailed statistical and narrative reports for HUD, WHEDA, and other agencies as required. Recommend and administer program budgets within established

guidelines. Maintain effective liaison with other City agencies, contractors, and community action organizations. Develop work plans and operating procedures consistent with policies.

- Perform related work as required.

### **Minimum Qualifications**

- Three (3) years of related property management experience (e.g., in a large multi-unit site) which involved considerable responsibility for program administration, tenant relations, lease enforcement; and staff leadership responsibility; **AND**
- One (1) year experience working with low-income elderly, disabled and/or vulnerable populations.
- Two (2) years related college level coursework, internships, supplemental training and/or certifications in public administration, social work, real estate or business may be substituted for up to one (1) year of the above experience requirement.

**If an applicant does not possess the specific requirements outlined above, HR will review the application materials to determine if the applicant possesses the following equivalent experience:**

Two (2) years' experience in applying the following:

- Rental housing management policies and procedures including related tenant-landlord laws, regulations and ordinances and lease administration and compliance.
- Related social service programs associated with the elderly, disabled, and low-income populations.
- Data collection and presentation/report development.
- Full range of supervisory principles and practices, labor relations and personnel management.
- Computers and ability to use computer software applicable to the duties of the position, such as Microsoft Word and Excel.

Familiarity with the following:

- Budget development, financial tracking, and basic accounting principles.

**The City of Madison strives to provide exceptional customer service to all its residents and visitors. Therefore successful candidates will have demonstrated ability to effectively work with multicultural communities.**

For the complete list of the knowledge, skills, and abilities, please reference the [classification specification](#) on-line.

### **Special Requirements**

Possession of a valid driver's license.

### **Physical Requirements:**

Incumbents will be expected to physically access all buildings on a particular site.

The City of Madison offers excellent pay and benefits for employees. City Ordinances, handbooks, and labor contracts provide specifics; the description here is not to be considered a binding statement but offers an informal summary.

## **Compensation**

The City of Madison strives to pay competitive wages. View the current salary schedules for pay for all classifications. Employees receive increases based on tenure with the City. Longevity pay will be reduced if employees do not live in the City of Madison.

## **Benefits**

The City offers a competitive benefits package, including a generous leave package, a variety of insurance options, and non-traditional benefits such as a bus pass for all employees and the possibility of flexible work schedules. A brief summary of benefits is listed below.

## **Leave**

Vacation is earned upon starting employment and can be used after completion of probation. The general vacation schedule is below.

0-3 years 10 work days of vacation  
After 3 years 12-1/2 days  
After 7 years 15 days  
After 11 years 17-1/2 days  
After 15 years 20 days  
After 19 years 25 days  
After 27 years 27 days

Employees earn 3.5 personal days in addition to vacation.

Employees receive seven official paid holidays (New Year's Day, Martin Luther King, Jr. Holiday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day), as well as 3 paid leave days (the Friday after Thanksgiving, Christmas Eve, New Year's Eve).

Employees also earn 13 sick days annually that may accrue to a total of 150 days.

## **Retirement**

The City of Madison participates in the Wisconsin Retirement System through the State of Wisconsin Department of Employee Trust Funds.

## **Insurance**

The City of Madison offers a variety of optional insurance programs including:

- Health Insurance
- Dental Insurance
- Life Insurance
- Income Continuation Insurance (for short and long-term disability)
- Long Term Care Insurance

## **Other Benefits**

The City offers numerous other benefits and programs for employees, including:

- 457(b) deferred compensation plans
- Employee Assistance Program
- Bus Pass on Madison Metro
- Flexible Work Schedules
- Employer-paid Training

## **Supplemental Questions**

01

**PLEASE READ CAREFULLY--YOU WILL BE REQUIRED TO ANSWER THE FOLLOWING SUPPLEMENTAL QUESTIONS AS PART OF YOUR APPLICATION.**

You can answer the questions using a word processing program and attach as a .docx or .pdf file. You must attach the document in the "Attachments" section of the application or you will not receive further consideration for this position. Your responses will be evaluated on your writing ability including: spelling, grammar and your ability to express your thoughts in a logical fashion. By checking this box, you acknowledge the above and understand that your response is required and failure to attach your essay response will immediately eliminate you from consideration.

- AGREED

02

Describe your experience in property management. Please include in your response any experience you have interpreting and enforcing rules and regulations, especially as it relates to rental housing. Describe your record keeping and reporting responsibilities in the position, as well as the extent your property served low-income populations, racial and ethnic groups, the elderly, and/or disabled individuals. Include employer, your job title, number of units managed, length of time employed and the extent of your responsibility and authority within that role.

- I have attached my one (1) page essay response in the Attachment section of my application.

03

Describe your leadership and/or supervisory training and experience. Please include in your response your employer, your job title, your role, length of time employed and the number and level of individuals you directly and indirectly led and/or supervised. Please be specific about your experience in motivating, encouraging staff, defining work tasks, holding staff accountable and disciplining when necessary.

- I have attached my one (1) page essay response in the Attachment section of my application.

Required Question

**Agency**

Madison, City of (WI)

**Address**

215 Martin Luther King Jr., Blvd.  
MMB Rm 261  
MADISON, Wisconsin, 53703

**Phone**

(608) 266-4615

**Apply to the City of Madison HR Website**

<http://www.cityofmadison.com/jobs>