



MADISON, CITY OF (WI)
invites applications for the position of:

Deputy Director – Housing Operations

SALARY: \$49.07 - \$59.18 Hourly
\$3,803.15 - \$4,586.61 Biweekly
\$8,240.16 - \$9,937.66 Monthly
\$98,881.90 - \$119,251.86 Annually

COMP. GROUP/RANGE: 18/17

JOB TYPE: PERMANENT FULL TIME

DEPARTMENT: CDA Housing Operations

OPENING DATE: 11/30/20

CLOSING DATE: 1/10/21 11:59 PM

GENERAL DESCRIPTION:

The City of Madison is searching for a dynamic leader to direct the programs, functions and staff of the City of Madison's Community Development Authority (CDA) Housing Operations Division. The CDA is a division of the Department of Planning & Community & Economic Development Department (DPCED). CDA Housing Operations is primarily concerned with the management, administration, and maintenance of the City of Madison's federally subsidized housing programs including the Housing Choice Voucher Program and Low Rent Public Housing. The Deputy Director implements both the long term visionary and short-term operational priorities of the agency and is responsible for the overall agency performance.



The City of Madison CDA is seeking a highly qualified candidate to lead and manage the agency, which has an operating budget of \$23.5 Million and a portfolio that includes 1700 housing choice vouchers, 742 public housing units, 115 HUD multifamily housing units and 230 apartments with rent and income restrictions. This position oversees the day to day operations and staff of approximately 45 employees and reports to the Director of the Department of Planning & Community & Economic Development. The Deputy Director provides advice, council and staff support to the CDA Board of Directors, and will act on behalf of the CDA Executive Director during absences of the CDA Executive Director and/or as specifically delegated in order to provide for continuity of services.

Click [here](#) for more details about the Deputy Director position.

IMPORTANT: THERE ARE SUPPLEMENTAL ESSAY QUESTIONS ON THE JOB POSTING. YOU MUST ATTACH YOUR ANSWERS IN THE ATTACHMENT SECTION OF YOUR APPLICATION. (To view the questions, click on the supplemental question tab OR view the bottom section of the job bulletin)

****APPLICATIONS RECEIVED WITHOUT ATTACHED ESSAY RESPONSES WILL IMMEDIATELY BE ELIMINATED FROM CONSIDERATION.****

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Provide direction and leadership on the effective operation of housing operations systems and procedures. Conceptualize, plan, coordinate, and manage housing assistance strategies. Organize and delegate preparation of policies, programs, grant applications, strategies and plans. Facilitate the functions and actions of these groups. Review results of staff work and respond as appropriate.
- Direct the operations and functions of CDA Housing Operations. Assure housing operations is in accordance with rules, regulations, ordinances, policies, directives and prepares for and respond to audits and reviews. Establish and maintain performance objectives with supervisors and establish annual objectives and work plans for CDA Housing Operations with the Director of DPCED.
- Keep the agency up-to-date on related program rules and policies. Maintain knowledge of changes in Department of Housing and Urban Development (HUD) program rules and procedures and suggest changes to the CDA policies and administrative processes to accommodate changes. Assure effective use of housing operations programs.
- Provide oversight of and information regarding the day-to-day administration of programs including ensuring program integrity by monitoring production, quality control and data integrity. Coordinate high levels of customer service and resident relations.
- Ensure proper and timely submission and maintenance of grant applications, and administrative plans to maintain and fund agency operations. Analyze and improve programs, interpret ordinances and regulations, seek new programs and opportunities.
- Select, train, coach, lead and discipline staff. Provide general leadership to staff, provide consultation and advice on more complex and judgmental aspects of the work, and participate in the full range of employee relations.
- Plan, organize, assign, monitor, and evaluate diverse housing programs, staff and activities. Review work assignments, requirements, and review work product for completeness and accuracy. Assure compliance with personnel, labor relations, and AA/EEO policies throughout housing operations.
- Provide advice, counsel, staff services, program, and financial status reports to the Community Development Authority, Common Council, Boards and Committees, other Departments and Divisions, outside agencies and neighborhood/community groups.
- Maintain effective working relationships with funding sources, federal government, public, press, professional groups, and elected representatives, and respond to citizens and customers.

- Make public presentations and share information on housing issues, plans, and accomplishments with neighborhood/community groups, property owners, and CDA residents.
- Serve as CDA Executive Director during absences of the Director of DPCEd, or when delegated.
- Develop, present, and monitor operating and capital budgets.
- Perform related work as required.

MINIMUM QUALIFICATIONS:

- Four (4) years of progressively responsible, federally assisted housing experience which includes directly related housing program administration and housing management with at least two (2) years of supervisory/leadership experience in this capacity.
- Graduation from an accredited college or university with a Bachelor's Degree in public administration, business, or a related field.
- A Master's degree in public administration, business or related field may be substituted for two (2) years of the 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:

Four (4) years experience in applying the following:

- Housing operations management principles and practices applicable to multi-site assisted housing programs.
- Federal, state and local laws, regulations, policies and practices related to the operations of housing programs such as Housing Choice Voucher Program and Low Rent Public Housing (to include assisted housing management and the administration of rental assistance programs).

Two (2) years experience in applying the following:

- Full range of supervisory principles and practices, labor relations and personnel management.
- Related social service programs associated with the elderly, disabled, and low-income populations.
- Budgeting and program administration principles and practices.
- Housing development and maintenance criteria.
- Computers and computer software applicable to the duties of the position.

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](#) online.

SPECIAL REQUIREMENTS:

Possession of a valid driver's license.

Certification as a Public Housing Manager or ability to obtain the certification within six (6) months of appointment. Failure to obtain this certification within the 12-month probation/trial period will result in the

employee not passing probation/trial period, absent extenuating circumstances.

Physical

Requirements:

Employees in this position will be expected to visit the various public housing facilities in the City. Otherwise, work is performed in an office environment using standard office equipment such as computer, fax, telephone, and copier.

*The payroll title is Housing Operations Program Manager.

THE CITY OF MADISON IS AN EQUAL OPPORTUNITY EMPLOYER FUNCTIONING UNDER AN AFFIRMATIVE ACTION PLAN. WE ENCOURAGE PEOPLE OF COLOR, WOMEN AND INDIVIDUALS WITH A DISABILITY TO APPLY.

It is your responsibility to list all related jobs, correct dates of employment, average number of hours worked per week, etc. Be sure to place the complete job title on your application. If you wish to provide additional or supplemental information, please provide a resume in addition to the formal application. If you are still employed please indicate this. Failure to provide accurate and complete information may result in you not being considered for this position.

All applicants are notified by email of the status of their application in each selection process. Those applicants invited to exams will receive an email notice of the date, time, and location. Alternate exam dates/times are not available except in the case of an emergency. Emergency situations are reviewed on an individual basis. Conflicting work hours are not considered an emergency. Exams are job specific and are developed based on the duties to be performed and the criteria listed under the Knowledge, Skills and Abilities section of the job announcement . Exam results are generally available within 2 weeks of the exam, and will be emailed or may be accessed through your NEOGOV account. Due to the volume of exams given by our office, exam scores are not available via telephone.

As an employer, the City of Madison places a strong emphasis on customer service and strives to provide a working environment where: Engagement and equity are supported; Diversity and differing opinions are valued; Teamwork and open and honest communication are encouraged; Meeting customer needs through quality service is a common goal; Creativity is encouraged; Continuous learning and improvement is fostered. Come be a part of the team!

APPLICATIONS MAY BE FILED ONLINE AT: Position #2020-00222
<http://www.cityofmadison.com/jobs> DEPUTY DIRECTOR – HOUSING OPERATIONS
JT

215 Martin Luther King Jr., Blvd.
MMB Rm 261
MADISON, WI 53703
(608) 266-4615

hr@cityofmadison.com

Deputy Director – Housing Operations Supplemental Questionnaire

* 1. 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

* 2. The Housing Operations Program Manager is responsible for the long-term visionary and short-term operational priorities of CDA Housing Operations including programs that manage and administer 1700 housing choice vouchers, 742 public housing units and 115 HUD multifamily housing units. The Housing Operations Programs Manager must work closely with other City agencies, HUD representatives, program participants, and a highly qualified staff. Please describe how your previous work, education and related experience have prepared you to serve as the Housing Operations Program Manager.

My one (1) page essay response to this question is attached to my application.

* 3. CDA Housing Operations manages approximately 860 units of aging public and multifamily housing. Please describe how you approach planning, prioritizing and implementing strategies for redeveloping and/or repositioning these assets? What process would you use to develop and evaluate strategies for redevelopment?

My one (1) page essay response to this question is attached to my application.

* 4. Madison is an increasingly diverse City with over 64% of the participants in CDA Housing programs identifying as people of color. Please describe how your work and experience prepares you to lead efforts addressing the needs of Madison residents who have historically been marginalized.

My one (1) page essay response to this question is attached to my application.

* Required Question