



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

**SALARY:**           \$24.82 Hourly  
                          \$1,923.77 Biweekly  
                          \$4,168.17 Monthly  
                          \$50,018.02 Annually

**COMP. GROUP/RANGE:** 20/11

**JOB TYPE:** PERMANENT FULL TIME

**DEPARTMENT:** CDA Housing Operations

**OPENING DATE:** 10/13/21

**CLOSING DATE:** 11/03/21 11:59 PM

**GENERAL DESCRIPTION:**

As the Eligibility Coordinator you will perform highly responsible administrative support and basic program coordination relating to the implementation of federal housing assistance programs, administered by the Community Development Authority (CDA). This position has a strong emphasis on public contact through the following:

- Housing program applicants
- Community advocates
- Housing partners
- Other third parties

This position necessitates independent judgment, discretion and initiative in the interpretation and application of program policies, procedures and processes. Employee must exercise judgment and discretion in communicating information and providing on-going responsibility for all support activities. Employee must be able to independently coordinate many continuing projects. Employee must be able to exercise considerable judgment in dealing with people in diverse situations. Work is normally performed under the general supervision of the Admissions and Eligibility Supervisor. Employee may provide oversight to lower level clerical employees, as assigned.

**IMPORTANT: THERE ARE 3 SUPPLEMENTAL ESSAY QUESTIONS ON THE JOB POSTING.  
YOU MUST ATTACH YOUR ANSWERS IN THE ATTACHMENTS 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:**

**Applications and Wait List Management**

- Interview and assist families applying for housing assistance, and advise customers of program requirements, rights, and obligations.
- Collect application information and conduct/oversee the processing of paperwork and data-entry by clerical staff.
- Conduct and oversee the collection of forms and documents to determine eligibility, including all verification, waiting list preference, and income calculation procedures.
- Conduct and oversee the selection of applicants from program wait lists and maintain records for audit purposes.
- Review wait lists for effectiveness, perform or oversee wait list updates, open and close program wait lists, and participate in Section 8 lottery process.
- Implement new housing program wait lists and related admissions processes.
- Maintain wait list reports for compliance with program audits.
- Maintain effective relationships with partners, landlords, social service agencies, advocacy groups and the public.
- Respond to questions and complaints, as related to housing admissions and eligibility and make referrals as needed.

**Applicant and Participant Screening**

- Conduct and oversee criminal background checks, verification of rental suitability, verification of citizenship/eligible immigration status, and project eligibility on all applicants/participants.
- Approve/Deny eligibility for housing programs and maintain proper evidence to support decisions.
- Communicate the rules, regulations, and process related to admissions and eligibility.
- Through conflict resolution, provide appeal information to applicants who are dissatisfied with a negative eligibility determination.
- Compile data, maintain records and prepare reports on applicant status and eligibility.
- Maintain adequate screening tools and conduct research to find proper vendors.
- Monitor screening expenditures and maintain budget and accounting records, as related.

**Occupancy / Vacancies / Utilization**

- Coordinate with Property Managers for special needs (e.g. reasonable accommodations).
- Communicate regularly with property management and Section 8 Staff and prioritize work to meet vacancy and voucher utilization needs.
- Make recommendations on, and assist with marketing.
- Compile and present occupancy/utilization reports.

**Appeal/Grievance/Hearing Process**

- Coordinate informal hearings/reviews for applicants.
- Maintain hearing records and track hearing decisions.
- Assist with complaint investigations, including HUD, WHEDA, Fair Housing, and Circuit court administrative reviews.
- Recommend program changes and improvements.

**Office Administration**

- Assist in the collection and analysis of data.
- Review and transmit reports to other departments or agencies.
- Send necessary correspondence to applicants and third-party agencies.
- Review regulations, CDA policies, and other materials for up-to-date information.
- Provide backup to Admissions & Eligibility Supervisor.
- Assist with Reception and Front Window operations, as a backup.
- Perform administrative support, as assigned.

**MINIMUM QUALIFICATIONS:**

- Two (2) years of administrative experience, which involved some independent responsibility for an office function, significant interaction with the public, and interpretation/application of

governing standards.

- OR -

- Bachelor's degree from an accredited college or university and one (1) year of experience performing property management eligibility or compliance work.

**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 a complete list of the Knowledge, Skills, and Abilities, please see the [class specification](#).

### **SPECIAL REQUIREMENTS:**

- Ability to meet the transportation requirements of the position.
- Must obtain Occupancy Specialist certification (CSO or COS) from a CDA approved training organization (i.e. NAHRO, Nan McKay, NCHM), and related to program waiting list assignment, within first year of receiving Program Assistant I classification; and must complete any required continuing education upon certification of CSO.
- In order to support the safety, health, and wellbeing of our employees and the public we serve, the City of Madison is requiring all employees to be fully vaccinated with a COVID-19 vaccine or get tested for COVID-19 weekly, except where a reasonable medical or religious accommodation can be granted. Upon hire you will be required to provide proof of your vaccination in the form of your vaccination card or through immunization records.

### **Physical Requirements:**

- Ability to work at a sit/stand desk, work on a computer, and use a monitor for extended periods of time.
- Must be able to lift file boxes weighing up to 40 pounds.

---

**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:

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

Position #2021-00332  
ELIGIBILITY COORDINATOR  
VL

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

[hr@cityofmadison.com](mailto:hr@cityofmadison.com)

---

**Eligibility Coordinator 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.]
- I acknowledge my attached responses to three (3) questions are required.
- \* 2. Please describe your experience interpreting and applying governing rules, policies, laws, or regulations, as it relates to: 1. Your specific level of responsibility 2. Type of policy and complexity (i.e. Federal, State, or local policies). My one (1) page essay response to this question is attached to my application.
- Yes  No
- \* 3. Please describe your experience making eligibility determinations, especially for a rental housing or human service program, as it relates to: 1. Qualifying or disqualifying people 2. Developing and maintaining procedures 3. Reviewing your decisions and ensuring eligibility requirements have been met for program compliance 4. Serving multi-cultural populations. My one (1) page essay response to this question is attached to my application.
- Yes  No
- \* 4. Please describe how you define "diversity" and "inclusion." Why would diversity and inclusion be important to this position and to the Community Development Authority? My one (1) page essay response to this question is attached to my application.
- Yes  No
- \* Required Question