



**MADISON, CITY OF (WI)**  
invites applications for the position of:  
**Assistant Housing  
Manager**

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**SALARY:** \$27.78 - \$31.67 Hourly  
\$2,152.59 - \$2,454.56 Biweekly  
\$4,663.95 - \$5,318.21 Monthly  
\$55,967.34 - \$63,818.56 Annually

**COMP. GROUP/RANGE:** 18/03

**JOB TYPE:** PERMANENT FULL TIME

**DEPARTMENT:** CDA Housing Operations

**OPENING DATE:** 04/27/22

**CLOSING DATE:** 05/11/22 11:59 PM

**GENERAL DESCRIPTION:**

The City of Madison Community Development Authority (CDA) is seeking two highly qualified, mission-driven individuals to join our team. The Assistant Housing Site Managers will assist the East and West Housing Site Managers at their respective site offices, which manage over 500 subsidized housing units across the east and southwest locations of Madison.

These highly responsible positions will assist the Housing Site Manager with daily operations of the East or West housing site including supervisory/managerial and administrative functions, as well as resident and community relations. These employees will be responsible for knowing and complying with WHEDA (East only) and HUD regulations.

These positions have a strong emphasis on establishing and maintaining effective relationships with future and current residents. These employees must be able to independently coordinate many projects while encountering numerous disruptions keeping a friendly and positive attitude at all times. These employees must also be able to exercise considerable judgment and discretion when interacting with a diverse population in a variety of different situations. Under the general supervision of the East or West Housing Site Manager, these positions will provide general leadership and supervision to the site staff as directed.

**IMPORTANT: A COMPLETE APPLICATION MUST INCLUDE ANSWERS TO THE SUPPLEMENTAL ESSAY QUESTIONS LISTED ON THE SUPPLEMENTAL QUESTION TAB OR FOUND AT THE BOTTOM OF THE JOB BULLETIN. YOU MUST ANSWER THE QUESTIONS AND ATTACH YOUR ANSWERS IN THE ATTACHMENT SECTION OF YOUR APPLICATION.**

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

### **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

#### **Federal Program Compliance and Administration**

- Prepare required WHEDA transmissions for the Tax Credit program including quarterly and annual RCRS and MQOR required reports (East site only).
- Complete all Tax Credit paperwork for new move-ins to ensure compliance with program requirements (East site only).
- Prepare for and complete all Tax Credit, WHEDA, City of Madison, HUD and REAC audits in a timely manner.
- Process monthly reports related to delinquencies and rent roll for the Housing Site Manager. Create and process related paperwork.
- Complete routine reviews of files for quality assurance.

#### **Resident Support and Coordination**

- Show apartments to prospective residents.
- Coordinate move-in process with new residents, including scheduling a meeting with Housing Site Manager to fill out required paperwork, scheduling the actual move in time, and physically inspecting the apartment.
- Coordinate move-outs, including scheduling the move-out time, physically inspecting the apartment, and collecting any City property.
- Coordinate annual inspections and follow up inspections (if necessary) of apartments in accordance with HUD and CDA regulations.
- Perform regular housekeeping inspections on those units deemed unsanitary by the Housing Site Manager. Take the lead and monitor efforts with residents who have hoarding and health and safety housekeeping issues.
- Perform site inspections of our housing stock. This includes ensuring residents are adhering to CDA polices.
- Attend quarterly Truax Neighborhood Association meetings (East site only) and other meetings as needed.
- Perform "no income" meetings with residents in accordance with HUD regulations.
- Track and monitor community service requirements in accordance with HUD regulations.

#### **Liaison and Supportive Services**

- Provide information and referrals regarding various social service needs for residents.
- Assess resident problems and issues, and refer to the Housing Service Coordinators for assistance with community services and other needs.
- Work with outside agencies who provide support to our residents.

#### **Perform Financial Functions and Support**

- Oversee the tracking of invoices and receipts that have been sent to the office that need to be processed for payment by other office staff.
- Oversee the payment of all site office and maintenance bills by other office staff.

- Maintain records and keep track of all reoccurring bills and payments that must be processed on a regular basis.
- Contact contractor or company to discuss any inconsistencies or problems in the billing of service provided.
- Plan/coordinate financial arrangements (repayment agreements) with residents.
- Reconcile purchasing cards.

### **Supervise Employees, Office operations, and Site operations**

- Supervise CDA office and maintenance staff as assigned by the Housing Site Manager or in their absence.
- Collect documentation and prepare eviction notifications as assigned. Represent CDA in court proceedings, if needed.
- Oversee pest control which includes working with the contractor, scheduling pest control treatments, and working with the residents to ensure they are ready for scheduled treatments.
- Oversee other contractors as assigned.
- Assign work to administrative staff and monitor for completeness.
- Hire, train, and monitor performance of administrative staff.
- Recommend disciplinary action for performance problems or work rule violations.
- Interpret site policies and procedures in addition to interpreting Local, State and Federal guidelines and regulations to ensure compliance.

Perform other duties as assigned.

### **MINIMUM QUALIFICATIONS:**

- Four (4) years of varied administrative and/or office management experience, which includes customer service and budgeting, purchasing and/or personnel management.
- One (1) year of directly-related supervisory/leadership and programmatic experience which includes administrative and reporting responsibilities, such as invoicing, processing work orders, processing applications, etc.

**OR**

- Three (3) years of varied administrative and/or office management experience, which includes customer service and budgeting, purchasing and/or personnel management.
- Two (2) years of directly-related supervisory/leadership and programmatic experience which includes administrative and reporting responsibilities, such as invoicing, processing work orders, processing applications, etc.
- Coursework in Business, Accounting, Real Estate, or related field.

Note: An Associate's degree from an accredited college or university in Business, Accounting, Real Estate, or related field may substitute for two (2) years of the required experience and a Bachelor's degree in those same fields may substitute for three (3) years.

**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 of experience applying the following:**

- Administrative office practices and procedures.

**Two (2) years of experience applying the following:**

- Housing and/or property management practices.
- English composition, correct punctuation, spelling, grammatical usage, and acceptable business letter and report formats.
- Business math and basic accounting and budgetary practices.
- Computers and ability to use computer software applicable to the duties of the position.
- Supervisory principles and practices.

**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:**

Possession of a valid driver's license and a personal vehicle for use during employment (mileage reimbursement available).

Tax Credit Specialist (East only) and Public Housing Management certifications are required to be completed within six months of appointment. Failure to obtain the certifications within this time frame will result in removal from the position, absent extenuating circumstances.

**Physical Requirements:**

Work in this position is primarily sedentary, requiring the ability to sit/stand at a desk, work on a computer, and use a monitor for extended periods of time. This includes the ability to perform prolonged and repetitive data entry. Ability to lift 10-pound file boxes. Must also be able to physically access all areas of the site to monitor work and perform inspections. This includes the ability to access third floor apartments by climbing a 25-step staircase.

By your start date, you will be required to complete a form declaring your Covid-19 vaccine status as a condition of employment.

\*The payroll title is Administrative Supervisor.

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**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.

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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 #2022-00174  
ASSISTANT HOUSING MANAGER  
JT

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

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