

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Administrative Services Supervisor

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
C	4	1	Exempt	Housing Management	Associate Director

CLASS SUMMARY:

This position is responsible for maintaining operations of an assigned area. Responsibilities may include supervising staff; maintaining a wide range of data; and conducting negotiations with clients.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; coordinating staff training; and implementing hiring, discipline, and termination procedures.
2.	Negotiates repayment of tenant debts, perform collection analysis on a quarterly basis, submits request for satisfaction of judgments.
3.	Coordinate bankruptcies, legal fees and judgments.
4.	Monitors the development of agency plans to ensure timely completion, appropriate schedules for hearings, and proper policy updates.
5.	Maintains department information, maintainin Journal of Proceedings – official records of board meetings; and maintaining related information.
6.	Negotiates repayment agreements with individuals in debt to the authority. Initiate Tax Refund Intercept Program, assist with VET/Flat Rate rent. Monitor earned income verification debts owed and terminations.
7.	Performs tasks as a hearing officer in rejected applicant hearings as needed, including: determining whether application requirements were met; analyzing whether a rejected application should be overturned; and performing related tasks.
8.	Approves or denies requests for records in accordance with laws and regulations.
9.	Performs other duties of a similar nature or level.

TRAINING AND EXPERIENCE (positions in this class typically require):

Minimum Associate Degree in related field, 4-6 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (positions in this class typically require):

Licensing Requirements:

- Valid Wisconsin Driver's License

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Applicable federal, state, and local laws, rules, and regulations;
- Computers and related software;
- Supervisory principles;
- Records management;
- Department operations;
- Negotiation techniques;
- Program application requirements;

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Independent Judgment/Decision Making/Problem Solving:

Performs duties within scope of general authority policies procedures, and objectives. Analyzes problems and performs needs assessments. Uses judgment in adapting broad guidelines to achieve desired results. Regular exercise of independent judgment within accepted practices. Makes recommendations that affect policies, procedures, and practices. Refers exceptions to policy and procedures to the supervisor.

SKILLS (position requirements at entry):

Skill in:

- Using computers and related software;
- Supervising staff;
- Managing department records;
- Maintaining department operations;
- Applying laws, rules, and regulations;
- Conducting negotiations;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

SIGNATURES:

EMPLOYEE

SUPERVISOR