

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Program Manager – Certification

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
C	4	1	Exempt	Section 8	Section 8 - Program Director

CLASS SUMMARY:

This position is responsible for managing the operations of an assigned program. Responsibilities may include supervising staff; reviewing program information; and performing related program functions.

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.	Function as the technical expert on HUD formulas and regulations as it relates to the section and keep abreast of any changes in HUD regulations or any other laws that affect program actions.
3.	Resolve problem cases and compile appropriate documentation; Resolve issues in relation to income/household composition adjustments
4.	Plan, direct, monitor and coordinate work activities for the Certification Section effectively and efficiently.
5.	Audits eligibility interview of participants to determine tenant eligibility tenant rent/income accurately , and all records/files required to ensure the accurate processing of cases which includes adjusting tenant files as needed.
6.	Assures, through audit process, that all documentation has been verified utilizing the State Wage and Information Collection Agency (SWICA) and the Enterprise Income Verification (EIV) system.
7.	Participates in the orientation of tenants/applicants in briefing sessions on procedures
8.	Performs other duties of a similar nature or level.

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

Bachelor's degree in Business Management or related field; 2-4 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:

- None

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Applicable federal, state, and local laws, rules, and regulations;
- Computers and related software;
- Supervisory principles;
- Department operations;
- Methods of conducting investigations;
- Methods of preparing reports.

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Independent Judgment/Decision Making/Problem Solving:

Performs duties within scope of general authority policies procedures, and objectives. Analyzes problems and preforms 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 operations;
- Conducting investigations;
- Preparing reports;
- Resolving complaints;
- Maintaining program information;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information and to promote program services.

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