

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Program Manager - Integrity

<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 Section 8 program. Responsibilities may include supervising staff; reviewing program information; and performing related program functions. Under general supervision, supervises and administers activities pertaining to applicant screening, participant program status, and the hearing/review process. Reviews all fraud cases, solves participant and landlord problems, authorizes permission to move, and assists the program manager in overseeing the program rules and guidelines.

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.	Approves or denies repayment agreements related to cases of program fraud by tenants.
3.	Supervises the overall activities in the process of reviewing applicant background checks, participant/applicant requests for a hearing/review, and the questioning of participant eligibility.
4.	Monitors the review of all new applicant background checks and decides whether an applicant meets the criteria for admission into the Rent Assistance program.
5.	Assesses all requests for permission to move prior to lease anniversary date and rules on the merit of the request based on program rules and guidelines.
6.	Acts as liaison between owners and program participants to solve problems and other issues related to the program's signed leases and contracts.
7.	Reviews and authorizes all participant fraud cases for submission to the Hearing Section for questioning of eligibility and recommends serious fraud cases to the City Attorney's Office for further legal action.
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;
- Reviewing program applications for approval or denial;
- 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