

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE:

Senior Housing Manager

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
C	4	2	Exempt	Developments	Senior Asset Director

CLASS SUMMARY:

This position is responsible for assisting in supervising staff and operations of an assigned area. Responsibilities may include coordinating staff training; overseeing housing maintenance operations; and conducting internal audits.

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

1.	Coordinates staff training to enhance department productivity, including: determining the type of training needed; developing training documents; and determining methods of delivering training.
2.	Oversees assigned operations, including: creating work schedules; coordinating staffing; monitoring work orders to ensure proper completion; and performing related tasks.
3.	Reviews staff productivity reports for accuracy; evaluates productivity of staff.
4.	Reviews variance reports to determine need for budget adjustments.
5.	Conducts internal audits to ensure compliance and efficiency of operations.
6.	Responds to related inquiries and resolves complaints from residents.
7.	Performs other duties of a similar nature or level.

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

Bachelor's degree in Business or related field; 3-5 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:

- Public Housing Manager Certification
- Valid Wisconsin Driver License

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Applicable federal, state, and local laws, rules, and regulations;
- Computers and related software;
- Training methods and requirements;
- Methods of evaluating staff productivity;
- Training development;
- Budgetary principles;
- Methods of coordinating staffing.

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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;
- Developing training;
- Evaluating staff productivity;
- Creating work schedules;
- Coordinating staffing;
- Reviewing reports for accuracy;
- Auditing department operations;
- Resolving resident complaints;
- 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