

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE:

Housing Intake Manager

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

CLASS SUMMARY:

This position is responsible for overseeing the operations of an assigned housing department. Responsibilities may include supervising staff; managing waiting lists for housing; ensuring compliance with regulations; and approving or rejecting applications for housing.

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.	Monitors housing waitlists to ensure vacancies are filled in a timely manner; monitors application status to ensure applications are processed in a timely manner.
3.	Reviews housing applications and/or various requests for approval or denial.
4.	Provides testimony at at hearings regarding reasons for rejecting housing applications.
4.	Responds to inquiries from program applicants.
5.	Monitors department operations to ensure compliance with laws and regulations.
6.	Performs other duties of a similar nature or level.

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

Bachelor's degree in 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:

- None

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Applicable federal, state, and local laws, rules, and regulations;
- Computers and related software;
- Supervisory principles;
- Methods of overseeing department operations;
- Department operations;
- Program eligibility requirements;
- Principles and practices of setting rent amounts;
- Preparing reports and/or testimony;
- Available programs and resources.

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SKILLS (position requirements at entry):

Skill in:

- Using computers and related software;
- Supervising staff;
- Overseeing department operations;
- Reviewing applications for approval or denial
- Preparing reports and/or testimony;
- Monitoring operations for compliance with laws, rules, and regulations;
- 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