

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Resident Services Manager

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
C	4	3	Exempt	Resident Services	Director of Community Programs and Services

CLASS SUMMARY:

This position is responsible for managing a variety of programs aimed at assisting residents in gaining self-sufficiency. Responsibilities may include supervising staff; overseeing program progress; and resolving resident concerns.

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.	Oversees employment, education, social support, and other program progress and operations to ensure efficient and effective service delivery.
3.	Communicates with and provides technical assistance to resident organizations to assist with resident organization meetings, resident events, resolve resident concerns, and cultivate and promote resident leadership.
4.	Works with community partners and others to gather information, support and match letters, and related information for various reports and proposals.
5.	Coordinates programs with community partners to ensure effective service delivery; collaborates with community partners to develop and implement effective and innovative employment, education, social support, and related services.
6.	Administers scholarship awards, including: reviewing scholarship applications; interviewing applicants; and awarding scholarships.
7.	Prepares reports outlining program progress.
8.	Performs other duties of a similar nature or level.

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

Bachelor's degree in Social Services or related field; 5-7 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 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;
- Program development principles;
- Grant requirements;
- Community-based resources, programs, and services offered;
- Methods of preparing reports, **including outcome reporting.**

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Resident Services Manager

Independent Judgment/Decision Making/Problem Solving:

Performs tasks and duties under general supervision, using established procedures and some innovation. Chooses from limited alternatives to resolve problems. Occasional independent judgment is required to complete work assignments. Often makes recommendations to work procedures, policies, and practices. Refers unusual problems to supervisor.

SKILLS (position requirements at entry):

Skill in:

- Using computers and related software;
- Supervising staff;
- Developing programs;
- Administering a scholarship program;
- Preparing related reports;
- Evaluating program progress;
- Resolving resident issues;
- Working with community-based partners to collaborate on programs and services; Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, clients, 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