

**AGENDA**  
REGULAR MEETING  
BOARD OF COMMISSIONERS  
RIVER FALLS HOUSING AUTHORITY  
Wednesday, June 08, 2022 at 6:30 pm  
Riverview Manor 625 N Main St - Community Room

ROLL CALL

MINUTES OF REGULAR MEETING – May 11, 2022

TENANT COMMENTS

MISSION STATEMENT

River Falls Housing Authority manages, maintains, and facilitates affordable housing in accordance with Federal and State statute. Our mission is to partner with the community to assess housing needs and opportunities and to be proactive, creative, and collaborative in the development and delivery of fair, safe, sustainable, and inclusive programs.

ACTION ITEMS

1. Review and Approve Minutes of Last Meeting
2. Review and Approve Payment of Bills
3. Review and Approve Budget Report
4. Review and Approve Year end Write offs
5. Review and Approve job descriptions of New E. D and O.M.

REPORTS

1. Vacancy and Re-rental Report

DISCUSSION ITEMS

CHAIR AND COMMISSIONERS REPORT

ANY OTHER BUSINESS THAT JUNE PROPERLY COME BEFORE THE BOARD

ADJOURN

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CHAIR AND COMMISSIONERS REPORT

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ADJOURN

Minutes of the Regular Meeting of the River Falls Housing Authority May 11, 2022, Chair Todd Bierstadt called the meeting to order at 6:30.

Present: Todd Bjerstedt, Matt Fitzgerald, Jacqueline Niccum, Jacob Proue, Jason Stroud

Absent: None

Also Present: Peggy Chukel-Executive Director

**Tenant Comments:** No tenants were present

#### ACTION ITEMS

1. Review and Approve Minutes of April Meeting: M/S/C-JN/JP
2. Review and Approve Payment of Bills: M/S/C-JS/JN
3. Review and Approve Budget Report: M/S/C-MF/JN
4. Review and Approve New Employee Wage & Bonus Policy (Resolution #572)

#### REPORTS

Vacancy and Re-rental Report:

- a. We currently have 2 Vacant Units for May, 2 for June & 1 for July.
- b. PC explained abbreviations used in comments and explained reasons for terminated tenants

#### DISCUSSION ITEMS

1. Creating a New Employee Wage & Bonus Policy: MF stated that there has been no clear or consistent process for determining median wages, pay increases, or bonuses, and the board should have some basis by which to judge suggested wage increases & bonuses. PC stated that with a June 30<sup>th</sup> YE and raises given in January, the time & effort of incorporating two budgets into the analysis is very time consuming, as is trying to do reviews during year end and Holidays. Moving reviews to February & making wage increases coincide with the budget year will simplify multiple processes.

ADJOURN: 7:00

Respectfully submitted by P L Chukel, recording secretary

## MEMO

TO: River Falls Housing Authority Board of Commissioners  
FROM: Peggy Chukel, Executive Director  
RE: June Board of Commissioners Meeting  
DATE: June 08, 2022

### ACTION ITEMS

1. Review and Approve Minutes of last meeting
2. Review and Approve Payment of Bills (Attachment 1)
3. Review and Approve Budget Report (Attachment 2)
4. Review and Approve Year end Write offs (Attachment 3): HUD & RD penalize us for any outstanding receivables at the end of the year. So, any debts that we know will not be paid off within 30 days are written off.
5. Review and Approve job descriptions of New E. D and O.M (Attachment 4):  
On the ED Job description, I have highlighted items that I had taken over while I was office manager, and that I want Sam to keep doing. These items are, for the most part, already incorporated (or implied) in the Office Manager job description.

As Sam is not strong in accounting, she can do the basic data entry in QuickBooks and I will maintain control over financial reporting. In exchange, Sam will learn to prepare & submit (after I review) all the online reports for Windmill Place & HUD. She will also assist with submission of several government surveys we do until she can handle it on her own.

### REPORTS

1. Vacancy and Re-rental Report (Attachment 5):  
We currently have 2 Vacant Units for May and 1 for June.

### DISCUSSION ITEMS

## River Falls Housing Authority

## Check Register

As of May 31, 2022

Date	Num	Name	Amount
05/10/22	4249	Ace	400.86
05/10/22	4250	Drug Test	265.50
05/10/22	4251	Granite	715.32
05/10/22	4252	HARRG 15082	2,070.00
05/10/22	4253	HAI 15095	5,821.00
05/10/22	4254	RCD	3,280.00
05/10/22	4255	Steiner	150.00
05/10/22	4256	Swedes	278.22
05/10/22	4257	US Internet	258.57
05/10/22	4258	Spado, Alyssa	123.00
05/10/22	4259	Charles, Betty	389.00
05/16/22	4260	Petersen, L-K403	25.00
05/25/22	4261	Vargas	6.96
05/31/22	4262	VOID	-
05/31/22	4263	Evju, Karl O	1,929.57
05/31/22	4264	Page, Jessica	300.00
05/31/22	4265	Cook, LeAnn M	290.25
05/31/22	4266	Vargas, Magaly	1,318.06
05/31/22	4267	ABC	17.10
05/31/22	4268	Carahsoft	147.95
05/31/22	4269	Clog UnBoggler	525.00
05/31/22	4270	Dey	82.16
05/31/22	4271	EPM	200.00
05/31/22	4272	HD Supply	407.17
05/31/22	4273	JH	66.52
05/31/22	4274	01 LIFE	28.14
05/31/22	4275	Nan McKay	329.00
05/31/22	4276	Northstar Mudjacking	2,987.00
05/31/22	4277	Renovation Sys	6,365.51
05/31/22	4278	Roberts	1,610.00
05/31/22	4279	S. A. Johnson	4,247.00
05/31/22	4280	ServPro	420.00
05/31/22	4281	Sherwin Williams	76.56
05/31/22	4282	Shred Right	50.29
05/31/22	4283	StarTech	1,969.73
05/31/22	4284	State Farm	388.00
05/31/22	4285	Steiner	287.29
05/31/22	4286	TK Elevator	1,282.65
05/01/22	220501	RFSB14	5,107.08
05/01/22	220502	RFSB15	2,077.00
05/01/22	220503	RFSB16	159.55
05/10/22	220504	24 7	64.85

05/10/22	220505	C A S	100.00
05/10/22	220506	Comcast	129.80
05/10/22	220507	Comcast	129.80
05/10/22	220508	Comcast	129.80
05/10/22	220509	Comcast	181.00
05/10/22	220510	Hawkins	1,510.00
05/10/22	220511	Waste Mgmt	1,435.71
05/10/22	220512	CapitalOne	4,272.90
05/16/22	220513	PB Postage	700.00
05/25/22	220514	Martin, A J	65.00
05/31/22	220515	Annett, Roselyn M	2,209.39
05/31/22	220516	Chukel, Peggy L	3,898.00
05/31/22	220517	Hoffman, Jeffrey A	3,225.23
05/31/22	220518	Marson, Shannon J	1,416.89
05/31/22	220519	OBrien, Brandon C	2,391.96
05/31/22	220520	Sachen, Robert J	2,398.47
05/31/22	220521	Schendel, Susan G	1,009.35
05/31/22	220522	VanSomeren, Samantha K	3,280.22
05/31/22	220523	01 LIFE	185.18
05/31/22	220524	02 DOR	969.40
05/31/22	220525	03 EFTPS	6,199.42
05/31/22	220526	04 WRS	3,643.20
05/31/22	220527	05 HEALTH	6,934.24
05/31/22	220528	06 HSA	1,400.00
05/31/22	220529	RICOH	163.17
05/31/22	220530	Annett	34.80
05/31/22	220531	Sachen	116.00
05/31/22	220532	VanSomeren	41.76
05/31/22	220533	FNB	20.00
			<hr/>
			94,707.55

**Voucher****Check Register****As of May 31, 2022**

<b>Date</b>	<b>Num</b>	<b>Name</b>	<b>Amount</b>
05/01/22	220501	1300	2,634.00
05/01/22	220502	Anderson	614.00
05/01/22	220503	Aurora	1,759.38
05/01/22	220504	Beadles	2,521.00
05/01/22	220505	Berg	1,698.00
05/01/22	220506	Betzold	1,501.00
05/01/22	220507	Boisclair	1,780.00
05/01/22	220508	Burt	1,450.00
05/01/22	220509	CityRF	1,920.00
05/01/22	220510	Depot	1,890.00
05/01/22	220511	Dodge	1,501.00
05/01/22	220512	ECR	949.00
05/01/22	220513	Fairfax	1,278.89
05/01/22	220514	Granfors	925.00
05/01/22	220515	Hanson	712.00
05/01/22	220516	Knigge	1,147.00
05/01/22	220517	Kubiak	547.00
05/01/22	220518	Kusilek	900.00
05/01/22	220519	Landmark	2,094.00
05/01/22	220520	Larson	1,093.00
05/01/22	220521	LSI	3,549.00
05/01/22	220522	Morrow	750.00
05/01/22	220523	Olmsted	2,717.33
05/01/22	220524	Penkert	1,128.00
05/01/22	220525	RFHA EB	935.00
05/01/22	220526	RFHA OP	377.00
05/01/22	220527	Ross	975.00
05/01/22	220528	Schuster	1,446.00
05/01/22	220529	Simonet	1,352.00
05/01/22	220530	Traynor	312.00
05/01/22	220531	URP Burke	140.00
05/01/22	220532	URP Gustafson	115.00
05/01/22	220533	URP Hall	27.00
05/01/22	220534	URP Zeroth	30.00
05/01/22	220535	Vandervorst	655.00
05/01/22	220536	WMP	957.00
05/01/22	220537	Young	1,498.00
05/02/22	220538	RFHA	100.00
05/31/22	220539	FNB	20.00
			<u>45,997.60</u>

**Windmill Place  
Check Register  
As of May 31, 2022**

<b>Date</b>	<b>Num</b>	<b>Name</b>	<b>Amount</b>
05/01/22	220501	Comcast	93.00
05/01/22	220502	FNB-Res Acct	756.29
05/01/22	220503	FNB-NP	6,261.93
05/30/22	220506	FNB-fees	9.98
			<hr/>
			7,121.20



This will be updated by board meeting. I have not gotten all the bills that apply to May & I have not allocated all the expenses to the appropriate projects

<b>HOUSING AUTHORITY BUDGET REPORT FOR April 2022 Board Meeting</b>					
<b>Year Ending June 2022</b>					
<b>April</b>		<b>10</b>	<b>Months at: 83%</b>		
	<b>HUD/RVM</b>	<b>E/B</b>	<b>OAKPK</b>	<b>4PLX</b>	<b>WMP</b>
					<b>33%</b>
<b>Income</b>					
Budget	594,497	480,366	155,209	34,622	236,252
To Date	495,008	393,060	127,562	29,168	105,210
Percent	<b>83.27%</b>	<b>81.83%</b>	<b>82.19%</b>	<b>84.25%</b>	<b>36.50%</b>
<b>Admin</b>					
Budget	182,058	161,829	55,010	10,348	41,670
To Date	082,696	137,494	42,569	7,993	19,200
Percent	<b>61.90%</b>	<b>84.96%</b>	<b>77.38%</b>	<b>77.24%</b>	<b>46.08%</b>
<b>Utilities</b>					
Budget	105,600	87,850	20,200	9,425	27,420
To Date	87,700	73,800	16,500	8,000	6,100
Percent	<b>83.05%</b>	<b>84.01%</b>	<b>81.68%</b>	<b>84.88%</b>	<b>22.25%</b>
<b>Maint</b>					
Budget	194,084	108,261	36,300	4,614	64,044
To Date	171,922	74,781	25,065	6,141	9,100
Percent	<b>88.58%</b>	<b>69.07%</b>	<b>69.05%</b>	<b>133.09%</b>	<b>14.21%</b>
<b>Ins/Taxes</b>					
Budget	44,150	47,510	14,575	2,390	17,296
To Date	37,850	38,466	08,181	1,895	3,000
Percent	<b>85.73%</b>	<b>80.96%</b>	<b>76.71%</b>	<b>79.29%</b>	<b>17.35%</b>
<b>Mortgage &amp; Fees</b>					
Budget		-	2,546	4,868	172,750
To Date		-	2,122	4,057	08,895
Percent			<b>83.33%</b>	<b>83.33%</b>	<b>6.89%</b>
<b>Trx to Reserves</b>					
Budget		61,285	24,924	1,915	9,075
To Date		51,071	20,770	1,596	3,025
Percent		<b>83.33%</b>	<b>83.33%</b>	<b>83.33%</b>	<b>33.33%</b>
<b>Net</b>	84,843	17,448	9,355	(513)	33,906
<b>Investments</b>					
Operating	193,400	132,400	19,175	10,200	75,354
Reserve		335,742	84,907	29,485	99,697
Other	7,260	31,095	9,549	1,461	52,749
Sec Dep	25,873	27,005	8,624	2,085	8,100
CFP 2021	122,609				
Mgmt Fund	372,785				

**River Falls Housing Authority**  
Write off of Doubtful Accounts &  
Bad Debt as of June 30, 2022

<u>Tenant Name</u>	<u>Amount Due</u>
Gainey, Holly	120.00
Johnson, D B202	192.00
Kolve, Branda	243.00
Leyendecker, John	475.00
Sisson, Nicole	500.00
Seanior, Joyzetta	1,071.00
Coronado, Margaret	1,125.25
Yerry, Lisa	2,550.00
McConnell, Amanda	15,000.00
<b>TOTAL</b>	<b><u><u>21,276.25</u></u></b>

<b>Vacancy and Re-Rental Activity Report May-June 2022</b>					
<b>Name</b>	<b>ADDRESS</b>	<b>UNIT TYPE</b>	<b>MOVE OUT</b>	<b>MOVE IN</b>	<b>COMMENTS</b>
Gale	B110	ED-1		06/01/22	
Avery	R223	ED-1		06/01/22	
Coronell	B102	ED-1		07/01/22	
Glaus	O213	ED-1		07/01/22	
Page	B102	ED-1	05/31/22		Movn On
Swenson	O213	ED-1	05/31/22		Asst Lvg
McConnell	K441	Fam-2	06/10/22		Term
<b>CURRENT WAITING LISTS</b>					
<b>Proj</b>	<b>1 BR</b>	<b>2 BR</b>	<b>3 BR</b>	<b>4 BR</b>	<b>Total</b>
RTH	9	30	28	1	68
RVM	33				33
EW	60	12			72
BW	53	8			61
OP	53	9			62
WMP	82				82
VCHR	2	4	1	1	8
WT	20				20
SCM	22				22

Waiting List numbers will be updated quarterly

**Title:** Executive Director  
**Responsible to:** Board of Commissioners  
**Hours:** Full-time Salaried

**PRIMARY RESPONSIBILITY:**

This position serves with oversight and policy direction from River Falls Housing Authority Board of Commissioners as primary contact for multiple housing assistance programs of River Falls Housing Authority. This position is responsible for program and project accomplishments, compliance and financial integrity.

Determines staffing needs and supervises staff, oversees the operations of existing housing programs, prepares and executes the annual budgets and capital improvements plans, administers procurement of all goods and services, seeks and recommends growth opportunities and ensures compliance with Federal, State and local laws in the administration and management of River Falls Housing Authority.

River Falls Housing Authority is conducting a strategic analysis to identify opportunities to strengthen the delivery of housing and community programming. This position will be called upon to implement and lead through organizational change while continuing to deliver tenant centered programs.

**ESSENTIAL FUNCTIONS**

Reviews, develops, recommends, and implements housing program policies and procedures updates and maintains policies and procedures as required.

**Develops and manages fiscal operations of River Falls Housing Authority**

- Prepares and presents annual budget recommendations and manages expenditures.
- Procures, directs, and monitors contracted services for housing programs. Sam will assist with this until she is able to take it over.
- Reviews and analyzes revenue and expenses.
- Maintains adequate coverage of all appropriate insurance.

**Supervises River Falls Housing Authority staff**

- Provides ongoing oversight of staff (Sam will assist with this from now on) including hiring, training, disciplining, and performance evaluations.
- Analyzes and reviews procedures and work flow and makes recommendations on improving efficiency and effectiveness. Sam will assist with this from now on
- Develops annual work plan and coordinates staff activities.

**Serves as staff to the River Falls Housing Authority Board**

- Arranges and develops agenda for Housing Authority Board meetings; analyzes agenda items and makes recommendations for Board action.
- Attends public hearings, meetings, and conferences to provide information on River Falls Housing Authority programs and activities.
- Serves as principal contact with funding agencies in connection with fiscal and occupancy audits, engineering surveys, management reviews, REAC reports and other activities conducted at the local level. Sam will take on more of HUD & Tax Credit report preparation & submissions as she is already familiar with these entities

**Acts as landlord and property manager for Housing Authority and managed properties**

- Reviews staff-determined program participant eligibility, approves leases and eviction actions, and investigates participant concerns. Sam will assist with this from now on
- Negotiates, contracts, assigns work, and supervises the work of contractors.

- Supervises leasing, occupancy and tenant-landlord issues.
- Conducts informal hearings and determines if exceptions, denials, or terminations are warranted; resolves disputes between tenants, staff and/or contractors.
- Ensures inspection and maintenance of all properties, units and surrounding areas are in compliance with applicable codes, regulations and goals as established by River Falls Housing Authority. Sam will assist with this from now on

### **Prepares project budgets, reports and ensures financial compliance with regulations**

- Supervises leasing, occupancy, program utilization.
- Monitors monthly financial reports and implements corrective action.
- Ensures appropriate and timely use of federal grants.
- Oversees procurement and disposition activities, prepares bid offerings as appropriate, opens and analyzes bids, recommends acceptance and supervises the work of selected contractors. Sam will handle Admin related procurements, bids & contracts. Jeff is handling Maintenance related procurements, bids & contracts

### **Implements and monitors outreach activities to reach a diverse population**

- Maintains active waiting lists. Sam will assist with this from now on
- Ensures compliance with Affirmative Fair Housing requirements.

Responds, assesses and monitors opportunities to improve or expand River Falls Housing Authority's programs to meet the needs of low-moderate income families and elderly, such as low-income tax credits, housing revenue bonds and federal, state, and private grant programs.

- Prepare and submit grant applications when eligible.
- Serve as management agent for the City of River Falls rental properties and Prescott Housing Authority.

### **Performs related duties as required.**

#### **WORK ENVIRONMENT:**

- Sedentary with occasional walking and standing in a general office setting.
- Occasional site visits require entering occupied and unoccupied apartments/homes, climbing steps, walking on uneven ground, stooping and reaching.
- Duties require travel to other locations for training and other purposes.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of state, federal, and other housing programs, real estate, property management, landlord-tenant law, construction management and contractual laws, regulations, policies, development, and administration procedures, including sources and methods of obtaining available funding.
- Knowledge of local, state, federal, and other resources available to fund housing and housing-related issues.
- Knowledge of social and economic conditions within the community that impacts on clientele served.
- Knowledge of Generally Accepted Accounting Practices (GAAP), governmental accounting and audit practices and procedures.
- Knowledge of administrative, managerial and supervisory practices and principles.
- Ability to gather and analyze data, plan, organize, and prepare detailed and complex oral, financial and specialized reports and grant applications.
- Ability to perform detailed work accurately, organize work and meet deadlines.
- Ability to plan, organize, assign, supervise, and evaluate the work of others.
- Ability to handle sensitive interpersonal situations calmly and tactfully.
- Ability and skill to perform effectively under stressful conditions.
- Ability to plan, organize and effectively present ideas and concepts to various committees, boards,

legislators, media, and the general public.

- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with governmental and other agencies, fellow employees, and individuals and groups with varying economic and social backgrounds.
- Ability to work the allocated hours of the position.

**REQUIRED QUALIFICATIONS:**

- Bachelor's Degree in Administration, Management, Accounting, Planning, or related field (At least five years of direct housing program experience may be substituted for the education requirement).
- Two (2) years of supervisory and office management experience, including budget development and work with housing laws, regulations, and audits.

**LICENSES, CERTIFICATES, AND OTHER REQUIREMENTS:**

- Public Housing Manager Certification must be obtained within six months of employment.
- Appointment will be conditional upon successful completion of a criminal background check.
- Must have access to private transportation for work-related duties.
- Must be eligible to be bonded.

**DESIRED QUALIFICATIONS:**

Experience in housing, community, and economic development, grant writing, and administration of housing programs.

**Title:** Office Manager  
**Responsible To:** Executive Director  
**Hours:** Full-time Salaried

**Primary Responsibility:**

Under the general supervision of the Executive Director, this position is responsible for:

- 1) Maintaining all office equipment, computers, phones and hardware/software,
- 2) Performing or overseeing all *basic* bookkeeping data entry functions,
- 3) Accurate HAPs, records and reports,
- 4) Administrative procurement and contracts,
- 5) Accurate Tenant, business, and financial records,
- 6) Office staff training and education,
- 7) Assisting the Executive Director in preparing and submitting reports to a variety of agencies accurately and timely.

**Major areas of responsibility:**

- 1) Manage/maintain all office equipment:
  - a) Work with IT service provider(s) to resolve Computers/Server problems, ensure efficient operations and maintain current versions soft all software and equipment,
  - b) Periodically research more efficient &/or less expensive versions of office equipment and related services/software (copiers/printers/postage machine/etc.),
  - c) Assist and train co-workers on hardware/software/equipment usage.
- 2) Basic bookkeeping functions:
  - a) Process Accounts Payable,
  - b) Reconcile Bank Statements,
  - c) Track inventory to maintain an accurate depreciation schedule,
  - d) Maintain accurate Payroll, Tenant and Vendor records,
  - e) Assist Executive Director with:
    - a) Review of General Ledgers and monthly Financial Statements in cooperation with a fee accountant,
    - b) Preparation of Payroll, Payroll Tax reports, maintaining employee records and enrolling employees in benefits programs,
    - c) Preparation and submission of all necessary information for annual audits (Financial, Insurance, Payroll & Benefits, etc.)
    - d) Recording/filing of Board meeting agendas, minutes, packets, resolutions
    - e) Other projects as skills and experience increase
    - f) Complete all projects in a timely and highly accurate manner
- 3) Process HAPs, and prepare reports to ensure accurate and timely reporting to Fee Accountants and HUD.
- 4) Maintain up to date records on all administrative contracts and process RFBs or contract renewals in a timely manner to ensure uninterrupted service and cost effectiveness
- 5) Tenant, business, and financial records:
  - a) Make copies of all unit turn around related invoices and forward to PMs for filing
  - b) Periodically review PM's data packets for accurate and up to date forms
  - c) Periodically review files on the G & Z drives and delete outdated or redundant documents
  - d) Periodically review tenant files for missing/misfiled information:
    - a) When you need to pull a tenant's file, review the entire file including the most recent rent calculation.
  - e) Monthly review of accounting files to ensure that:

- a) A/P files match check registers
  - b) Check stubs are not filed in the wrong company
  - c) Reserve payment files are accurate
- 6) Ensure efficient office operations by assisting/training co-workers on all office related hardware, software, functions, and policies. Search for training opportunities that will benefit staff and RFHA
- 7) Assist the Executive Director with data gathering, reporting, submitting, as needed
- a) Know when you should do something yourself, or when it could be delegated to another staff member

**Skills required.**

Strong computers/software skills:

Troubleshoot/maintain/resolve a variety of computer/software/office equipment problems. Be highly proficient with 10-key, office equipment, and a variety of software including QuickBooks, Microsoft Office, and Tenmast.

**Strong interpersonal skills:**

Ability to work independently, meet deadlines, and multi-task with an extremely low error ratio. Ability to negotiate while adhering to all applicable company policies and state/federal laws.

**Special Requirements:**

Must be able to be bonded and become a Notary Public.

**Qualifications:**

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully the individual must demonstrate the following skills and abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**General Business Abilities:**

Strong written and verbal communication skills. Ability to establish and maintain effective working relationships with co-workers, vendors, community contacts, landlords and a diverse tenant/participant population. Ability to maintain confidentiality. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to act in a professional, respectful manner under any circumstance when representing the Housing Authority, or being perceived as such.

**Education and/or Experience:**

College degree in a relevant field, or 3+ years' experience in at least 3 of the above areas.

**Knowledge:**

Advanced knowledge of Microsoft Word and Excel and Quick Books. Basic knowledge of Generally Accepted Accounting Practices. Knowledge of general administrative procedures, office procedures and customer service. Knowledge of Wisconsin tenant-landlord laws. Technical knowledge of software applications and office machines.

**Communication Skills:**

Ability to read and interpret documents such as rules, policies and procedure manuals. Ability to communicate clearly and professionally in any format (written or verbal) and listen respectfully and patiently under any circumstances

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Some lifting and carrying is required, but common



sense should dictate when assistance should be requested. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Much of the employee's work is done while seated. While performing the duties of this job, the employee is frequently required to stand, walk and talk or hear. The employee is frequently required to use hands to manipulate keyboard, 10-key calculator, telephone and writing utensils. Specific vision abilities required by this job include close vision, mid-distance vision and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most work is conducted in an office setting. Some outside activities are required and unpleasant weather may be unavoidable. Common sense should dictate whether conditions are acceptable and safe.