

# Washtenaw County

## JOB DESCRIPTION

**Job Code: 3444**  
**Authorization: 04-0146**  
**Employee Group: 32**  
August 2004

**CLASS TITLE: COMMUNITY DEVELOPMENT DIRECTOR**  
**DEPARTMENT: Community Development**  
**FLSA STATUS: Exempt**

### **JOB SUMMARY:**

Directs, plans, organizes, supervises and provides day to day review in the implementation of a comprehensive, County-wide housing program which establishes and applies policies and procedures for economic, social and physical development. Creates and implements community development programs and projects. To plan and administer the federally-funded Community Development Block Grant and HOME Performs related work as assigned.

### **EXAMPLES OF DUTIES**

#### **Essential Duties:**

- Plans, organizes, directs, reviews and evaluates the work of assigned staff. Assists in the selection of personnel and provides for their training and professional development. Interprets applicable laws and regulations and City and County policies to subordinates.
- Assists in the development of long- and short-range goals, objectives, policies, procedures and work standards for the Community Development Department.
- Develops and manages the City and County budgets.
- Oversees the management of non-profit agencies involved in the implementation of community development programs. Manages the work of consultants performing specific projects.
- Prepares RFPs, RFQs, contracts and board resolutions as required.
- Coordinates data gathering and prepares/processes City Council Board of Commissioners resolutions, contracts and State/Federal grant applications for submission. Reviews a variety of contracts, reports, forms and other materials for completeness, accuracy and conformance to the City and County and other policies and procedures.
- Prepares and submits various reports to regulatory agencies and other organizations. Maintains accurate records and files.

## **COMMUNITY DEVELOPMENT DIRECTOR**

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- Plans, organizes and oversees administrative and information studies related to the functional area to which assigned.
- Provides information and assists in writing, designing and developing reports to the program in which assigned. Researches and compiles a variety of information and data, analyzing alternatives and making recommendations for implementation.
- Confers with other City and County staff, representatives of other governmental agencies and business, professional and community groups, vendors and the public. Ensures that information gathered is timely and complete for meetings of boards, commissions and committees or for action by the City and/or County staff.
- Discusses information gathered with management staff. Prepares narrative or statistical reports and assists in implementing changes resulting from studies and analysis.
- Provides direction and oversight for the Housing projects and programs, including staff supervision, contract negotiations and technical review.
- Coordinates with other County and City agencies and departments in the administration of on-going community development related programs and activities.
- Coordinates with HUD, MSHDA, local governments and other relevant public and private agencies regarding community development activities.
- Coordinates with private sector agencies involved with community development activities to facilitate funding resources and projects.
- Represents the City and the County on committees and boards and in meetings with representatives of regulatory agencies, business and community groups and the public. Makes public presentations as required.
- Acts as a departmental spokesperson in areas to which assigned in public meetings, mass media and meetings with other governmental agencies.
- Uses standard office equipment in the course of the work. May drive a County or personal vehicle in the course of the work.
- Performs other related duties as assigned.

## **COMMUNITY DEVELOPMENT DIRECTOR**

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The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

### **EMPLOYMENT QUALIFICATIONS**

#### **Knowledge of:**

Administrative principles and practices, including goal setting, and program development and administration.

Principles and practices of employee supervision.

Contract negotiation and administration and the development and administration of grant funded projects.

Applicable federal, state and local laws and regulations.

Research, data analysis and report preparation techniques.

Computer applications related to the work.

Basic principles of budgetary administration and control.

Standard office practices, including the operation of standard office equipment.

#### **Skill in:**

Planning and directing the work of others and training others in work procedures.

Performing professional level planning work including project development and implementation.

Interpreting, applying and explaining complex laws, policies and regulations.

Setting priorities, coordinating multiple projects and meeting critical deadlines.

Using sound, independent judgment within established policy and procedural guidelines.

Preparing clear, concise and effective written materials.

Directing the maintenance of and maintaining accurate records and files.

Representing the City and the County and making effective presentations to governmental, business and community groups.

Entering and retrieving information from a computer with sufficient speed and accuracy to perform the required work.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

### **LICENSES AND CERTIFICATIONS**

Possession of a valid Michigan Driver's license required.

### **PHYSICAL DEMANDS**

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

## **COMMUNITY DEVELOPMENT DIRECTOR**

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These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **EDUCATION**

Possession of a Bachelor's degree with a possession of an advanced degree in an appropriate field is desirable.

### **EXPERIENCE**

Four (3) years of professional level experience, preferably in a public agency setting. Prior lead or supervisory experience is desirable.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

EXHIBIT A

# Washtenaw County

## JOB DESCRIPTION

**Job Code: 3192**  
**Authorization: 07-**  
**Employee Group:**  
**32**

**CLASS TITLE: HOUSING MANAGER**  
**DEPARTMENT: Community Development**  
**FLSA STATUS: Exempt**

### **JOB SUMMARY:**

Directs plans, organizes, supervises and provides day to day review in the implementation of a comprehensive, County-wide housing program which establishes and applies policies and procedures for economic, social and physical development. Creates and implements community development programs and projects. To plan and administer the federally-funded Community Development Block Grant and HOME Performs related work as assigned.

### **EXAMPLES OF DUTIES**

#### **Essential Duties:**

- Plans, organizes, directs, reviews and evaluates the work of assigned staff. Assists in the selection of personnel and provides for their training and professional development. Interprets applicable laws and regulations and City and County policies to subordinates.
- Plans and organizes administrative studies related to the activities or operations of the functional areas to which assigned.
- Analyzes alternatives and makes recommendations regarding such matters as organizational structure, budget development and administration, staff, facilities, equipment, productivity and policy and procedure modification. May coordinate the development of one or multiple budgets.
- Assists Director in the development of long- and short-range goals, objectives, policies, procedures and work standards for the Community Development Department.
- Assists in the development of long and short range goals, objectives, policies, procedures and work standards for the Office of Community Development.
- Prepares and submits various reports to regulatory agencies and other organizations. Maintains accurate records and files.

- Coordinates with HUD, MSHDA, local governments and other relevant public and private agencies regarding community development activities.

## **HOUSING MANAGER**

### **Page Two**

- May coordinate with private sector agencies involved with community development activities to facilitate funding resources and projects.
- Assists the Director with the management of non-profit agencies involved in the implementation of community development programs.
- Prepares RFPs, RFQs, contracts and board and council resolutions as required.
- Coordinates data gathering and prepares/processes City Council Board of Commissioners resolutions, contracts and State/Federal grant applications for submission.
- Prepares and submits various reports to regulatory agencies and other organizations. Maintains accurate records and files.
- Provides information and assists in writing, designing and developing reports to the program in which assigned. Researches and compiles a variety of information and data, analyzing alternatives and making recommendations for implementation.
- Provides direction and oversight for the Housing projects and programs, including staff supervision, contract negotiations and technical review.
- Coordinates with other County and City agencies and departments in the administration of on-going community development related programs and activities.
- Coordinates with HUD, MSHDA, local governments and other relevant public and private agencies regarding community development activities.
- Acts as a departmental spokesperson in areas to which assigned in public meetings, mass media and meetings with other governmental agencies or in the absence of the CD Director.
- Uses standard office equipment in the course of the work. May drive a County or personal vehicle in the course of the work.
- Performs other related duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified

## **HOUSING MANAGER**

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### **EMPLOYMENT QUALIFICATIONS**

#### **Knowledge of:**

Administrative principles and practices, including goal setting, and program development and administration.

Principles and practices of employee supervision.

Contract negotiation and administration and the development and administration of grant funded projects.

Applicable federal, state and local laws and regulations.

Research, data analysis and report preparation techniques.

Computer applications related to the work.

Basic principles of budgetary administration and control.

Standard office practices, including the operation of standard office equipment.

#### **Skill in:**

Planning and directing the work of others and training others in work procedures.

Performing professional level planning work including project development and implementation.

Interpreting, applying and explaining complex laws, policies and regulations.

Setting priorities, coordinating multiple projects and meeting critical deadlines.

Using sound, independent judgment within established policy and procedural guidelines.

Preparing clear, concise and effective written materials.

Directing the maintenance of and maintaining accurate records and files.

Representing the City and the County and making effective presentations to governmental, business and community groups.

Entering and retrieving information from a computer with sufficient speed and accuracy to perform the required work.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

### **LICENSES AND CERTIFICATIONS**

Possession of a valid Michigan Driver's license required.

### **PHYSICAL DEMANDS**

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations

**Housing Manager**  
**Page Four**

**EDUCATION**

Possession of a Bachelor's degree. Possession of an advanced degree in an appropriate field such as Public Policy, Urban Planning or Social Work is desirable.

**EXPERIENCE**

Four (4) years of professional level experience, preferably in a public agency setting. Prior lead or supervisory experience is desirable.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.



# Washtenaw County

## JOB DESCRIPTION

**Job Code: 3276**  
**Authorization: 08-0037**  
**Employee Group: 32**

**CLASS TITLE: COMMUNITY DEVELOPMENT OPERATIONS MANAGER**  
**DEPARTMENT: Community Development**  
**FLSA STATUS: Exempt**

### **JOB SUMMARY:**

Under the general direction of the Community Development Director, administers the programs of Single Family and Multi-Family Rehabilitation, Public Infrastructure, Down Payment Assistance for first-time homebuyers, Relocation Services, and Mortgage and Tax Foreclosure Prevention in Washtenaw County and the City of Ann Arbor in accordance with the pertinent Federal, State and local program requirements. Monitors program rule compliance, evaluates effectiveness, and supervises employees who work on these programs.

Serves as the CD process leader, by providing subject-matter expertise, training and support of the business systems supporting CD

### **EXAMPLES OF DUTIES**

Essential Duties:

Reads and analyzes federal and state program regulations, reports and funding guidelines for applicability to local program. Compiles data on community needs and program costs, develops program plans and objectives and prepares grant proposals.

Develops timelines for projects, monitor projects through all phases, to ensure compliance with contractual obligations as well as HUD regulations. Reviews and approves all rehabilitation and public infrastructure projects. Oversees the use of outside professional services (e.g. title company) and consultants (e.g. architects/engineers); prepare contractual agreements. Assist in the development and implementation of goals, objectives, policies and priorities.

Evaluates program and employee performance and assures compliance with program regulations through on-site observations and review of records. Makes recommendations to improve program activities. Demonstrates continuous effort to improve operations, decrease

### **CD OPERATIONS MANAGER**

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turnaround times, streamline work processes, and work cooperatively and jointly to provide

quality seamless customer service

Prepares multiple specialized budgets related to assigned activities; oversees budget implementation; administers the approved budget; reviews and approves all expenditures, and maintains account records. Determine the financial qualifications of loan applicants, perform basic loan underwriting, and recommend loan applications for funding.

Investigates complaints and responds to problems and inquiries concerning work activities, contractual and regulatory compliance; resolves problems and disputes.

Supervises, coordinates and participates in housing loan processing, counseling, and field inspection operations.

Builds and maintains positive working relationships with staff, outside agencies, and the public.

Supervises staff including provision of timely performance evaluations; provides staff development; counsels staff; recommends disciplinary action and maintains high standards necessary for efficient, professional operations.

Maintains appropriate confidentiality of sensitive information; complies with and supports City and County policies and procedures, labor laws, and MOU agreements.

Attends assigned meetings and trainings; interacts with outside agencies and commissions; participates in teams, or committees as needed.

Oversees City and County temporary and permanent housing relocations and financing related to Community Development projects. Track relocation projects and provide information for reporting and monitoring.

Process requests for homeowner subordinations/review and contact lenders and homeowners to verify and complete the intake process.

Understand and interpret complex state and federal regulations, laws, and codes in the areas of housing, relocation, and rehabilitation.

Performs other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified

**CD OPERATIONS MANAGER**

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## **EMPLOYMENT QUALIFICATIONS**

### **Knowledge of:**

Administrative principles and practices, including goal setting, and program development and administration.

Principles and practices of employee supervision.

Contract negotiation and administration and the development and administration of grant funded projects.

Applicable federal, state and local laws and regulations.

Research, data analysis and report preparation techniques.

Computer applications related to the work.

Basic principles of budgetary administration and control.

Standard office practices, including the operation of standard office equipment.

### **Skill in:**

Planning and directing the work of others and training others in work procedures.

Performing professional level planning work including project development and implementation.

Interpreting, applying and explaining complex laws, policies and regulations.

Setting priorities, coordinating multiple projects and meeting critical deadlines.

Using sound, independent judgment within established policy and procedural guidelines.

Preparing clear, concise and effective written materials.

Directing the maintenance of and maintaining accurate records and files.

Representing the City and the County and making effective presentations to governmental, business and community groups.

Entering and retrieving information from a computer with sufficient speed and accuracy to perform the required work.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

## **LICENSES AND CERTIFICATIONS**

Possession of a valid Michigan Driver's license required.

## **PHYSICAL DEMANDS**

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations

## **CD OPERATIONS MANAGER**

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## **EDUCATION**

Possession of a Bachelor's degree. Possession of an advanced degree in an appropriate field such as Public Policy, Urban Planning or Social Work is desirable.

### **EXPERIENCE**

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all-inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to have specific job-related knowledge for successful job performance.

Four (4) years of progressively responsible professional experience with a public or private organization in housing program services, public administration, or community development programs to include two years (2) of which were in a supervisory/managerial capacity.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

Exhibit A

# Washtenaw County

## JOB DESCRIPTION

**Job Code: 2944**  
**Employee Group: 32**  
**Reference: 05-0208**  
**Administrative Action: 2/06**

**CLASS TITLE: FISCAL ANALYST I/II**  
**DEPARTMENT: Community Development**  
**FLSA STATUS: Exempt**

### **JOB SUMMARY:**

Under general supervision ensures fiscal control, accountability and integrity for the state and federal funding received by the Office of Community Development (OCD.) Performs professional level and responsible administrative, organizational, systems, budgetary and other analysis which will enable the OCD to achieve a long-term stable and positive financial position. The OCD is a consolidated City of Ann Arbor and Washtenaw County department. This is a jointly funded City/County position. May have programmatic responsibility.

### **EXAMPLES OF DUTIES**

#### **Essential Duties:**

- Provide oversight on the fiscal status of Community Development Block Grant (CDBG), HOME, and ADDI grants.
- Responsible for developing annual budgets for City/County programs (General Funds and Federal Funds).
- Submission of monthly City and County reimbursement requests through the HUD IDIS database.
- Successfully coordinate and complete the semiannual joint City and County monitoring process for the OCD.
- Manage fiscal support specialist who will assist with various duties as assigned.
- Input and maintain data within County/City HUD IDIS database.
- Preparation and distribution of financial reports to public advisory boards, Urban County Executive Committee, Ann Arbor City Council and the Washtenaw County Board of Commissioners.
- Process funding request for County sub-recipients.

## **FISCAL ANALYST I/II**

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- Assist in the preparation of the following HUD reports: Annual Action Plan, Consolidated Annual Performance and Evaluation (CAPER), Federal Cash Transaction Reports, other HUD reporting.
- Processing Rehab reimbursement payments.
- Manage the contracting process for the City and County funds.
- Plans and organizes administrative studies related to the activities or operations of the functional areas to which assigned.
- Determines analytical techniques and information-gathering processes and obtains required information and data for analysis.
- Analyzes alternatives and makes recommendations regarding such matters as organizational structure, budget development and administration, staff, facilities, equipment, productivity and policy and procedure modification. May coordinate the development of one or multiple budgets.
- Discusses findings with management staff and assists in implementing changes resulting from studies and analyses.
- Confers with and represents the department in meetings with County staff from other departments, representatives of other governmental agencies and business, professional and community groups, vendors and the public.
- Provides liaison and staff support to a variety of committees and commissions.
- Prepares, processes and may administer contracts, grant funded projects and similar endeavors.
- Prepares a variety of technical, statistical and narrative reports, correspondence and other written materials.

### **Important Duties:**

- Enters data into a personal or mainframe computer system. Maintains databases. Prepares spreadsheets and reports. Prepares budget information, correspondence and other written materials using word processing software.
- Participates on County committees and in professional development activities.

## **FISCAL ANALYST I/II**

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- Uses standard office equipment in the course of the work. May drive a County or personal vehicle in the course of the work.
- Performs other related duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

**EMPLOYMENT QUALIFICATIONS**

NOTE: The required depth and level of knowledge and skill varies with level in the class series to which assigned.

**Knowledge of:**

- Pertinent Federal Laws and regulations for the CDBG, HOME and ADDI programs.
- Principles of budget preparation and control.
- Practices of financial forecasting.
- Acceptable accounting principles and ability to apply them to municipal systems.
- Principles and practices of public administration.
- Monitor program activities for Federal compliance.
- Finance software applications such as JD Edwards, AMS and BRASS.
- Principles, terminology and concepts related to the specific functional areas to which assigned.
- Computer applications related to the work. (Microsoft Office).
- Business mathematics, including basic statistical analysis techniques.
- Correct oral and written English usage.
- Standard office practices, including the operation of standard office equipment.
- Basic supervisory principles and practices.
- Basic budgetary principles and practices.

**Skill in:**

- Compiling, analyzing, interpreting and presenting financial reports and or projects
- Setting priorities, coordinating multiple projects and meeting critical deadlines
- Performing a variety of professional level budgetary work without close supervision.
- Collecting, analyzing and evaluating varied information and data.
- Interpreting, applying and explaining complex laws, policies and regulations.
- Setting priorities, coordinating multiple projects and meeting critical deadlines.
- Using sound, independent judgment within established policy and procedural guidelines.
- Preparing clear, concise and effective written materials.
- Maintaining accurate records and files.
- Entering and retrieving information from a computer with sufficient speed and accuracy to perform the required work.

**FISCAL ANALYST I/II**

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Establishing and maintaining effective working relationships with those contacted in the course of the work.

### **LICENSES AND CERTIFICATIONS**

Specified positions may require possession of a valid Michigan driver's license.

### **PHYSICAL DEMANDS**

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **EDUCATION**

Equivalent to possession of a Bachelor's degree with major coursework in business or public administration, or field related to the work.

### **EXPERIENCE**

**LEVEL I - GRADE 29:** No professional level experience is required. However, completion of an internship or possession of some technical experience in a public agency setting is desirable.

**LEVEL II - GRADE 30:** Two (2) years of experience in performing administrative, management, operational, budgetary or similar analysis. Experience in a public agency desirable.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to have specific job-related knowledge for successful job performance.



Exhibit A

# Washtenaw County

## JOB DESCRIPTION

**Job Code: 2719**  
**Authorization: 06-0096**  
**Employee Group: 32**  
**Administrative Action: 5/06**

**CLASS TITLE: MANAGEMENT ANALYST I/II**  
**DEPARTMENT: Community Development**  
**FLSA STATUS: Exempt**

### **JOB SUMMARY:**

Under general supervision, learns and performs professional level and responsible administrative, organizational, systems, budgetary and other analysis and staff support related the Office of Community Development. Makes recommendations for action and assists in policy and procedure implementation. Will assist in administering the federally funded Community Development Block Grant and HOME programs. Will have programmatic responsibility and oversight of local, State and Federally Funded Housing and Human Services programs. Performs related work as assigned.

### **EXAMPLES OF DUTIES**

#### **Essential Duties:**

- Plans and organizes administrative studies related to the activities or operations of the functional areas to which assigned.
- Determines analytical techniques and information-gathering processes and obtains required information and data for analysis.
- Analyzes alternatives and makes recommendations regarding such matters as organizational structure, budget development and administration, staff, facilities, equipment, productivity and policy and procedure modification. May coordinate the development of one or multiple budgets.
- Discusses findings with management staff and assists in implementing changes resulting from studies and analyses.
- Assists in the development of long and short range goals, objectives, policies, procedures and work standards for the Office of Community Development
- Prepares RFP's, RFQ's, contracts and board resolutions as required

- Assists in data gathering and prepares/process for the appropriate authority body such as the board of commissioners' board resolutions, contracts and state and federal grant applications for submission. Reviews a variety of contracts, reports, forms and other materials for completeness, accuracy and conformance to the City and County and other policies and procedures.
- Prepares and submits various reports to regulatory agencies and other organizations. Maintains accurate records and files.
- Provide information and assists in writing, designing and developing reports to the program in which assigned. Researches and compiles a variety of information and data analyzing alternatives and making recommendations for implementation for Community Development projects.
- Coordinates with other City of Ann Arbor and Washtenaw County agencies and departments in the administration of on-going community development related programs and activities
- Coordinates with HUD, MSHDA, local governments and other relevant public and private agencies regarding community development activities.
- May coordinate with private sector agencies involved with community development activities to facilitate funding resources and projects.

**MANAGEMENT ANALYST I/II**  
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- Confers with and represents the department in meetings with County staff from other departments, representatives of other governmental agencies and business, professional and community groups, vendors and the public.
- Provides liaison and staff support to a variety of committees and commissions.
- Prepares, processes and may administer contracts, grant funded projects and similar endeavors.
- Prepares a variety of technical, statistical and narrative reports, correspondence and other written materials.
- May have programmatic responsibility in a specified service delivery or internal support area as assigned. May direct the work of professional or support staff on a project or day-to-day basis.

**Important Duties:**

- Enters data into a personal or mainframe computer system. Maintains databases. Prepares spreadsheets and reports. Prepares budget information, correspondence and other written materials using word processing software.
- Completes surveys. Prepares and submits various reports to regulatory agencies and other organizations. Maintains accurate records and files.
- Participates on County committees and in professional development activities.
- Uses standard office equipment in the course of the work. May drive a County or personal vehicle in the course of the work.
- May direct the work of professional, technical or office support staff on a project or day-to-day basis.
- Performs other related duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

**MANAGEMENT ANALYST I/II****Page Three****EMPLOYMENT QUALIFICATIONS**

NOTE: The required depth and level of knowledge and skill varies with level in the class series to which assigned.

**Knowledge of:**

Principles and practices of public administration.

Principles, terminology and concepts related to the specific functional areas to which assigned.

Applicable federal, state and local laws and regulations.

Research, data analysis and report preparation techniques.

Computer applications related to the work.

Business mathematics, including basic statistical analysis techniques.

Correct oral and written English usage.

Standard office practices, including the operation of standard office equipment.

Basic supervisory principles and practices.

Basic budgetary principles and practices.

**Skill in:**

Performing a variety of professional level budgetary work without close supervision.  
Collecting, analyzing and evaluating varied information and data.  
Interpreting, applying and explaining complex laws, policies and regulations.  
Setting priorities, coordinating multiple projects and meeting critical deadlines.  
Directing the work of others on a project or day-to-day basis.  
Using sound, independent judgment within established policy and procedural guidelines.  
Preparing clear, concise and effective written materials.  
Maintaining accurate records and files.  
Entering and retrieving information from a computer with sufficient speed and accuracy to perform the required work.  
Establishing and maintaining effective working relationships with those contacted in the course of the work.

### **LICENSES AND CERTIFICATIONS**

Specified positions may require possession of a valid Michigan driver's license.

### **PHYSICAL DEMANDS**

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone.

### **MANAGEMENT ANALYST I/II**

#### **Page Four**

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **EDUCATION**

Equivalent to possession of a Bachelor's degree with major coursework in business or public administration, or field related to the work.

### **EXPERIENCE**

**LEVEL I - GRADE 27:** No professional level experience is required. However, completion of an internship or possession of some technical experience in a public agency setting is desirable.

**LEVEL II - GRADE 29:** Two (2) years of experience in performing administrative, management, operational, budgetary or similar analysis. Experience in a public agency desirable.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to have specific job-related knowledge for successful job performance.

Exhibit A

# Washtenaw County

## JOB DESCRIPTION

**Job Code: 1644**  
**Employee Group: 12**  
**Authorization: 06- 0277**

**CLASS TITLE: INTAKE SPECIALIST**  
**DEPARTMENT: COMMUNITY DEVELOPMENT**  
**FLSA STATUS: NON-EXEMPT**

### JOB SUMMARY

Under the supervision of a higher classified employee, conducts the intake process for the Single Family Rehab program, Down payment Assistance Program. Assists the Rehab Analyst in relocation and loan subordination process. Assures program compliance in all programs. Tracks and manages all files relating to the rehab and down payment assistance program. Assists in a variety of other program tasks, including clerical duties.

### EXAMPLES OF DUTIES

#### Essential Duties:

- Under the supervision of the rehab analyst, conducts intake for the City of Ann Arbor and Washtenaw County rehab and down payment assistance programs.
- Completes marketing material mailings as necessary. Sends out materials upon information request.
- Assists the Rehab Analyst in subordination review of City and County Liens.
- Assure program compliance
- Assists in outreach and intake for new clients, preparation of files and records, and related work as assigned.
- Performs basic clerical tasks such as (but not limited to) answering the phone, data entry and retrieval, typing, xeroxing, collating, and general filing.
- Performs other related duties as assigned.

**Intake specialist**  
**Page Two**

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

**EMPLOYMENT QUALIFICATIONS**

**EDUCATION**

Possession of a high school diploma or its equivalent.

**EXPERIENCE**

A minimum of six (6) to twelve (12) months experience working in/with an intake program. Preference will be given to candidates who possess experience working with federal government regulations. Three-month break-in period.

Prior to applying, applicants must pass the clerical exam on the 35<sup>th</sup> percentile and successfully complete the data entry test (38 fields without error). NOTE: Clerical and data entry test scores must be updated every two (2) years.

**NECESSARY SPECIAL REQUIREMENTS**

Current possession of a valid Michigan vehicle operator's license or ability to obtain one prior to being hired. Completion of training course offered by grant sponsor by end of probationary period.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all-inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to have specific job-related knowledge for successful job performance.

**CITY OF ANN ARBOR, MICHIGAN  
JOB DESCRIPTION**

**JOB TITLE: Administrative Support Specialist**

**Job Number: 110014/24/34/44/54**

**Date Finalized: 5/04**

<p><b>Service Area:</b> Various <b>Service Unit:</b> Various</p>	<p><b>Accountable To</b> Service Area Management</p>
<p><b>Mission Statement</b> The City of Ann Arbor is committed to providing excellent municipal services that enhance the quality of life for all through the intelligent use of resources while valuing an open environment that fosters fair, sensitive, and respectful treatment of all employees and the community served.</p>	
<p><b>Role Summary</b> To provide general office support and assistance to Service Area management and coordinate front office/Service Area customer service.</p>	
<p><b>Duties</b> Incumbent may be responsible for the following duties:</p> <p><u>Essential Duties</u> Coordinating the customer service aspect of the Service Area and/or front office. Developing customer relationships by listening and understanding the customer (both internal and external), anticipating and providing solutions to customer needs, and giving high priority to customer inquiries and satisfaction. Performing administrative duties to assist Service Area management such as scheduling meetings, facilities and service events, composing and distributing correspondence and preparing a variety of documents. Providing general front office support including answering telephones, preparing and receiving correspondence, distributing correspondence in a timely manner, maintaining contact information and coordinating work with fellow employees. Operating a personal computer, calculator and other standard office equipment, organizing and sorting information in a variety of forms. Maintaining physical and electronic documents and records according to specified procedures/systems, physical copies and electronic back-ups of documents and records and managing specified document retention schedule. Entering data in physical or electronic records according to specified procedures/systems. Organizing data in a variety of ways to answer questions and create reports in support of management decisions. Answering questions and performing basic functions related to one or more municipal programs or processes. Supporting others in the use and maintenance of designated hardware and software, troubleshooting problems and correcting system issues.</p> <p><u>Related Work</u> Providing services in all areas of expense and revenue processing, tracking and reporting. Keeping office technology programs current and within City policy. Acquiring advanced knowledge of software applications and the ability to troubleshoot, maintain and expand system functionality. Board organization and support, including attending meetings, creating packets and taking minutes. Performing related work as assigned.</p> <p><u>The Way We Work</u> The Employees of the City of Ann Arbor...</p> <ul style="list-style-type: none"> <li>▪ Work and accept responsibility to search for, create and execute new and innovative approaches to improve the performance of City services and objectives</li> <li>▪ Assist external and internal customers to serve their needs and take responsibility for continuously improving customer service</li> </ul>	



- Foster meaningful interaction among people through the exchange of information to produce understanding
- Continuously develop and use effective strategies and interpersonal styles to engage and guide others towards the accomplishment of identified objectives and goals in the best interest of the City and community
- Consistently work toward the common good of the organization and encourage others to do the same
- Conduct themselves at all times in a professionally appropriate and respectful manner
- Apply the proper safety/security practices according to established protocols, guidelines and policies

**Knowledge of** (position requirements at entry)

- Standard office procedures
- Basic office software applications (e.g. Microsoft Office, Word, Excel, Outlook)
- Basic mathematics

**Skills** (position requirements at entry)

- Communicating tactfully and positively with the public and employees
- Problem solving
- Using and understanding office information technology
- Coordinating multiple duties
- Typing and Spreadsheets

**Equipment**

Standard office equipment, PC, Fax, Copier, Calculator, Multi-line telephones

**Training and Experience** (position requirements at entry)

- HS Diploma/GED
- 1-2 years of office experience/customer service or related field
- Administrative Support Specialist Job Progression (attached)

**Licensing Requirements** (position requirements at entry)

Valid Drivers License

**Physical Requirements**

Positions in this class typically require: walking, standing, reaching, stooping, kneeling, fingering, talking, hearing, seeing and repetitive motions.

The ability to safely operate a motor vehicle as incumbents may be subjected to local travel. Move and lift light objects less than 20 pounds such as mail, supplies and files. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

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. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Description Prepared By**

Design Team Sub-Committee – May 2004/HR Review May 2004

CITY OF ANN ARBOR, MICHIGAN  
JOB DESCRIPTION

**JOB TITLE: HOUSING REHABILITATION SPECIALIST I**

Job Number: 114050

Date Finalized: 3/30/05

<b>Service Area:</b> Community Services	<b>Accountable To</b>
<b>Service Unit:</b> Community Development	Community Development Administrator
<b>Mission Statement</b> The mission of the Community Development Department is to facilitate the provision of housing and human services to moderate to very low-income residents.	
<b>Role Summary</b> To facilitate the rehabilitation and inspection of homes and rental units occupied by lower income residents through coordination with Rehabilitation Specialist II.	
<b>Duties</b> Incumbent may be responsible for the following duties:  <u>Essential Duties</u> Inspecting residential properties for housing rehabilitation and homeownership programs to determine rehabilitation needs and existence of lead based paint hazards; Preparing detailed rehab specifications including cost estimating, sketches and plans and preparing construction work orders to assure compliance with applicable federal, state and local requirements; Meeting with homeowners and renters to explain the rehabilitation process; to assure that federal, state and local regulations and ordinances are followed and to address construction issues that arise during rehabilitation; Processing bids to assure that federal and city procurement requirements are followed; Inspecting contractor's work to assure workmanlike quality standards and accurately calculating payments to keep consistent with the homeowner and contract; Serving as intermediary between owner and contractor to resolve problems during and after rehabilitation; Completing required documentation in an organized and systematic manner; Providing technical assistance to nonprofit organizations undertaking rehabilitation including preparation of specifications and bidding of work as necessary; Conducting annual inspections of program-assisted rental units to assure compliance with Community Development Block Grant, Section 8 and HOME requirements as well as Federal, State, and Local Building and Housing Codes; Providing information as needed for department, city administration, citizen advisory committees and City Council. Promoting housing programs as needed through preparation of materials, presentations, website and local media	

## The Way We Work

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- Conduct themselves at all times in a professionally appropriate and respectful manner
- Apply the proper safety/security practices according to established protocols, guidelines and policies

## **Knowledge of** (position requirements at entry)

- Modern construction principles, methods, procedures and materials;
- State and local building and rehabilitation codes; federal Lead Based Paint Regulations and procedures for remediation of lead based paint and federal housing quality and property standards;
- Computerized specification writing and cost estimating of construction costs and materials;
- Software applications related to rehabilitation and construction management;
- Conducting detailed inspections of structures; determining needed repairs and accurately calculating the costs of the repairs.

## **Skills** (position requirements at entry)

- Understanding and implementing federal requirements;
- Assessing structural integrity and unit's ability to meet program requirements;
- Using computers and related software applications;
- Communicating concisely and accurately both orally and in writing;
- Establishing and maintaining courteous and effective relationships with diverse groups of people including contractors, homeowners and tenants, nonprofit representatives and other employees;
- Using tools to determine if contractors or owners complete work correctly.

## **Equipment**

Computer, calculator, hand tools, ladder

## **Training and Experience** (position requirements at entry)

Graduation from High School and experience sufficient to successfully perform the essential duties of the job including:

- At least two years experience in municipal housing programs
- At least two years supervising maintenance or rehabilitation projects
- Completion of Lead Based Paint Supervisor Training course desirable

## **Licensing Requirements** (position requirements at entry)

- Valid driver's license / Lead Based Paint Supervisor Certification desirable

**Physical Requirements**

Carrying and climbing a ladder onto roofs as necessary to conduct work inspections, balancing, stooping, kneeling, crouching, crawling into crawl spaces and other confined areas as needed; reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

The ability to safely operate a motor vehicle. The ability to traverse on rough, uneven terrain, as well as wet and slippery surfaces to access work areas. Work may require the ability to stand and walk for extended periods of time.

Light Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

**Description Prepared By**

Up-dated by CDBG Team / HR Review RMM / 3/05

CITY OF ANN ARBOR, MICHIGAN  
JOB DESCRIPTION

**JOB TITLE: HOUSING REHABILITATION SPECIALIST II**

Job Number: 114060

Date Finalized: 3/29/05

<b>Service Area:</b> Community Services	<b>Accountable To</b>
<b>Service Unit:</b> Community Development	Community Development Administrator
<b>Mission Statement</b>	
The mission of the Community Development Department is to facilitate the provision of housing and human services to moderate to very low-income residents.	
<b>Role Summary</b>	
To coordinate and facilitate the rehabilitation of homes and rental units occupied by lower income residents.	
<b>Duties</b>	
Incumbent may be responsible for the following duties:	
<u>Essential Duties</u>	
Coordinating job assignments and functions of Rehabilitation Specialist I to meet established program guidelines;	
Maintaining and updating rehab specification/construction management databases to reflect current federal, state and local codes and requirements including those for lead based paint remediation;	
Reviewing work of Rehabilitation Specialist I to insure accuracy and completeness of computerized rehab specifications including cost estimating, sketches and plans and recommending changes as necessary before bids are solicited;	
Meeting with homeowners and renters to explain the rehabilitation process; to assure that federal, state and local regulations and ordinances are followed and to address construction issues that arise during rehabilitation;	
Recruit and interview contractors; conducting reference checks and recommending acceptance and continuing participation in the city's rehabilitation program;	
Providing technical assistance to nonprofit organizations undertaking rehabilitation including preparation of specifications and bidding of work as necessary;	
Assuring compliance with federal Labor Standards and Davis-Bacon requirements for rehabilitation and public facilities and improvement projects including explaining requirements to sub-recipients; conducting on site reviews of required documentation and preparing reports for the Department of Housing and Urban Development as necessary;	
Conducting environmental reviews of single family rehabilitation projects;	
Preparing detailed specifications and construction work orders;	
Processing bids to assure that federal and city procurement requirements are followed;	
Reviewing contractor's work to assure workmanlike quality standards and accurately calculating payments to keep consistent with the homeowner and contractors contract.	
Serving as intermediary between owner and contractor to resolve problems during and after rehabilitation;	

Conducting annual inspections of program-assisted rental units to assure compliance with Community Development Block Grant, Section 8 and HOME requirements as State and Local Building and Housing codes;  
Providing information as needed for department, city administration, citizen advisory committees and City Council.  
Promoting housing programs as needed through preparation of materials, presentations, website and local media

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### **Knowledge of (position requirements at entry)**

- Modern construction principles, methods, procedures and materials;
- State and local building and rehabilitation codes; federal Lead Based Paint Regulations and procedures for remediation of lead based paint and federal housing quality and property standards;
- Computerized specification writing and cost estimating of construction costs and materials;
- Software applications related to rehabilitation and construction management;
- Conducting detailed inspections of structures; determining needed repairs and accurately calculating the costs of the repairs.

### **Skills (position requirements at entry)**

- Implementing federal and local requirements in a systematic and organized manner;
- Using computers and related software applications;
- Communicating concisely and accurately both orally and in writing;
- Establishing and maintaining courteous and effective relationships with diverse groups of people including contractors, homeowners and tenants, nonprofit representatives and other employees;
- Using tools to determine if contractors or owners complete work correctly.

### **Equipment**

Computer, calculator, hand tools, ladder

**Training and Experience** (position requirements at entry)

Graduation from High School and experience sufficient to successfully perform the essential duties of the job including:

- At least two years experience in municipal housing programs including at least one year as a Rehabilitation Specialist;
- At least two years supervising construction, maintenance or rehabilitation projects
- Completion of Lead Based Paint Inspection and Risk Assessor Training courses required

**Licensing Requirements** (position requirements at entry)

- Valid driver's license / Lead Based Paint Inspection and Risk Assessor Certifications

**Physical Requirements**

Carrying and climbing a ladder onto roofs as necessary to conduct work inspections, balancing, stooping, kneeling, crouching, crawling into crawl spaces and other confined areas as needed; reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

The ability to safely operate a motor vehicle. The ability to traverse on rough, uneven terrain, as well as wet and slippery surfaces to access work areas. Work may require the ability to stand and walk for extended periods of time.

Light Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

**Description Prepared By**

Up-dated by CDBG team / HR Review RMM / 3/05