*Rural Community Assistance Corporation*

**Job Description**

***Program Assistant – Housing***

**Classification:** *Grade D* **Department:** *Housing*

**Status:** *Exempt* **Supervisor:** *Capacity Building Program Manager*

**Organization**

Founded in 1978, RCAC is a 501(c)(3) nonprofit that provides training, technical and financial resources and advocacy so low-income rural communities can achieve their goals and visions. For more than 40 years, our dedicated staff and active board, motivated by our core values: leadership, collaboration, commitment, quality, and integrity, have helped effect positive change in rural communities across the West.

**Housing Programs**

The Housing Department provides technical support to local organizations working in a variety of housing programs.

* The Housing Counseling program is a HUD intermediary for 17 groups and trains housing counseling staff nationwide.
* The Development Solutions program works with organizations that develop and manage multifamily rental housing.
* The Homeownership Solutions program supports a network of approximately 50 self-help housing agencies.

**Position Description**

The Program Assistant will assist in the administrative implementation of RCAC’s Housing Counseling and Development Solutions programs. Responsibilities include but are not limited to providing general office support, including direct support to the Program Manager and assisting with data entry and extraction.

**Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process.** **Duties and responsibilities include, but are not limited to:**

* Provide administrative support to department.
* Inventory and maintain knowledge of existing data tracking systems.
* Assist the Housing Counseling and Development Solutions team to maintain and organize documents and records.
* Coordinate with the Events Team on workshop logistics, schedules, materials, registration and certificates.
* Assist and/or prepare activity and outcome reports for funders and field staff and extract reports to document our activities.
* Prepare flow charts, spreadsheets, work plans, and other documents as needed.
* Coordinate, plan, develop, and compile research and data for presentations and reports.
* Read and understand programmatic and operational requests for proposals.
* Collaborate on special projects, as requested by the supervisor.
* Compile and analyze evaluation and customer satisfaction survey results to ensure quality control.
* Interact with a diverse range of professionals, community members, funders and government entities.
* Respond to general inquiries on upcoming workshops and conferences.
* Provide follow-up on requests for RCAC’s assistance.
* Perform other duties as assigned.

**Skills and Qualifications**

* Ability to work with minimum supervision and effectively prioritize multiple tasks simultaneously.
* Able to complete administrative requirements related to work responsibilities such as reporting, recording work completed in databases, evaluating and documenting tasks.
* Manage tasks and resources effectively, timely and efficiently.
* Ability to work independently and in a team environment.
* Ability to trouble shoot and problem solve.
* Proficiency with personal computers including Microsoft Office Suite (including extensive knowledge of Excel)
* Ability to follow detailed instructions.
* Ability to listen effectively and communicate verbally and in writing (including proofreading and editing documents)
* Demonstrate high level customer service skills.
* Ability to perform research and analysis.
* Familiarity with rural and tribal community culture and social norms is desirable.

**Physical Job Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

Work performed in an office requires ability to operate computers and various pieces of office equipment, including telephone. Use may be moderate (average two hours per day) to heavy (four or more hours per day)

While performing the duties of this position, the employee is frequently required to stand and/or sit for prolonged periods of time; walk; talk; hear; use hand to finger; handle; feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl. The employee may occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

This position also requires moderate (up to three days per month) to heavy (up to 10 days per month) automobile and airline travel, including overnight travel.

**Preferred Education and Experience:**

A combination of experience and education is necessary to qualify for the position. A typical qualifying combination may include:

Experience:

Two years of experience working in one or more of the following:

* Housing Counseling
* Affordable housing development or financing
* Tribal housing, including federal programs.
* Project management

Preferred Education:

Associate or Bachelor's degree (additional qualifying experience may be substituted).

**Special Requirements:**

Possession of a valid driver’s license and proof of insurance that meets the minimum requirements ($100,000/$300,000) of RCAC corporate liability policy will be required when traveling for business purposes.

*RCAC is an equal opportunity employer and considers all employees and job applicants without regard to race, religion, color, gender, sex, age, national origin, disability, veteran status, sexual orientation, gender identity or marital status, or any other status protected by law. RCAC strives to reflect the diverse constituencies that the organization serves.*