*Rural Community Assistance Corporation*

**Job Description**

***Program Coordinator – Housing***

**Classification:** *Grade 9* **Department:** *Housing*

**Status:** *Exempt* **Supervisor:** *Assistant Director of Housing*

**Organization**

Founded in 1978, RCAC seeks to collaboratively build the capacity of organizations that serve low-income people living in the rural West (13 states including Alaska and Hawaii). RCAC works in partnership with small rural and Indigenous communities and other local agencies to provide tools and resources necessary to improve their quality of life. RCAC offers a wide range of services to communities with fewer than 50,000 people including technical assistance and training for environmental infrastructure; affordable housing development; economic and leadership development; and financing to support community development. Since its inception, RCAC’s dedicated staff and active board have helped affect positive change in rural and Indigenous 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 provides training to housing counseling agencies.
* The Development Solutions program works with organizations to develop and manage affordable rental and homeownership housing. There are two divisions, Technical Assistance and Development Services.
* The Homeownership Solutions program supports a network of approximately 48 self-help housing agencies,
* A newly created Disaster Recovery Services program serves communities preparing for or recovering from disaster.
* A newly created Homeownership program, to promote homeownership in rural communities.

**Position Description**

The Program Coordinator will assist in the administrative implementation of RCAC’s Housing Counseling and Development Solutions programs. Major responsibilities include but are not limited to support department with administrative tasks, assist with data entry and extraction, reporting, provide scheduling and meeting support, and provide general office support, including direct support of the Assistant Director of Housing.

**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 follow-up on requests for RCAC’s assistance.
* Inventory and maintain knowledge of our existing data tracking systems.
* Coordinate the logistics, schedules, scholarships, trainers, evaluations, and other details for the training calendar.
* Moderate training sessions, track participant attendance, test results and issue participant’s certificates.
* Customer Service duties, such as answering training/conference registration questions, log-in information, certificates, etc.
* Compile and analyze evaluation and customer satisfaction survey results to ensure quality control.
* Coordinate the development of the “News you can use” newsletter and marketing materials for all trainings/conferences.
* Assist and/or prepare activity and outcome reports for funders and field staff.
* Coordinate, plan, develop, and compile research and data for presentations and reports.
* Assist the Housing Counseling and Development Solutions Team in maintaining and organizing pertinent documents, and records.
* Collaborate on special projects, as directed by the supervisor.
* Perform other duties as assigned.

**Skills and Qualifications**

* Ability to work independently and in a team environment.
* Ability to follow detailed instructions, work with minimum supervision and effectively prioritize multiple tasks simultaneously.
* Proficiency with personal computers including Microsoft Office Suite (including extensive knowledge of Excel)
* Able to complete administrative requirements related to work responsibilities such as reporting, recording work completed in databases, evaluating and documenting tasks.
* Ability to perform research and analysis.
* Ability to listen effectively and communicate verbally and in writing (including proofreading and editing documents)
* Demonstrate a high level of customer service skills.
* Ability to use initiative to approach troubleshooting and problem-solving alternatives.
* 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 the ability to operate computers and various pieces of office equipment, including the telephone. Use may be moderate (average 2 hours per day) to heavy (4 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 may require light to moderate (up to 2 - 4 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:

Preferred 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.