**Rural Community Assistance Corporation **

3120 Freeboard Dr., Ste. 201

West Sacramento, CA 95691

**PHONE (916) 447-2854●FAX (916) 447-2878**

|  |
| --- |
| **JOB DESCRIPTION** |
| Job Title: | Housing Program Coordinator | Salary Grade: | 9 |
| Status: | Exempt | Supervisor: | Assistant Director Housing Programs |
| Unit: | Housing | Department: | Housing |

*Founded in 1978, RCAC is a 501(c)(3) nonprofit that operates in 13 western states and Pacific Islands. RCAC partners with underserved rural and Indigenous communities to achieve their vision and wellbeing through technical assistance, training, financial resources and advocacy. Throughout RCAC’s history, our dedicated staff and active Board have supported positive change in rural communities across the West. Our work reflects our core values of leadership, collaboration, commitment, quality, and integrity.*

**Department:**

The housing division provides technical support to local organizations working in a variety of housing programs. The development solutions unit works with organizations to develop and manage affordable rental and homeownership housing. The self-help unit supports a network of approximately 48 self-help housing agencies. The housing counseling unit is a U.S. Housing and Urban Development (HUD) intermediary for approximately18 groups and provides training to housing counseling agencies. The disaster recovery services unit provides services to support preparation for and long-term response after a disaster. The homeownership housing unit promotes homeownership in rural communities.

**General Purpose:**

Under general supervision of the Assistant Director Housing Programs, this role performs and oversees administrative support and research activities for the housing counseling and development solutions teams, such as specialized recordkeeping, data entry, database management, scheduling, meeting support, and specified information-gathering projects and tasks. In addition, this role manages the training portion of the team; work includes, contracting consultants, scheduling trainings, and managing registration and reports monthly and quarterly to HUD. This role issues a weekly newsletter to the network agencies with relevant reporting and regulatory changes.

*Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process. The statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all qualifications, responsibilities, duties and skills required.*

**Job Duties and Responsibilities:**

* Answers incoming telephone calls, determines purpose of calls, and forwards calls to appropriate personnel or department, ensuring professional telephone etiquette.
* Screens incoming calls and correspondence; exercises judgment and responds accordingly.
* Arranges travel, prepares, and submits travel-related documents, and maintains travel information as necessary.
* Request training consultant’s estimates, drafts scope of work and request consultant contracts
* Schedules training sessions and manages registration, directs the events team and communications team for all class related registration and marketing.
* Moderates training sessions, tracks participant attendance, administers tests and issues participant certificates.
* Compiles and analyzes evaluation and customer satisfaction survey results to ensure quality control.
* Coordinates the development of the “News You Can Use” newsletter and marketing materials for all trainings and conferences.
* Reports monthly and quarterly the progress of the training grant to HUD.
* Assists and prepares activity and outcome reports for funders and field staff.
* Coordinates, plans, develops, and compiles research and data for presentations and reports.
* Assists housing counseling and development solutions staff in maintaining and organizing pertinent documents and records.
* Collaborates on special projects as directed by the supervisor.
* Prepares correspondence, reports, minutes, agendas, memos, forms, directories, resolutions, and other documents and communications from drafts, recordings, or verbal instruction as requested.
* Schedules meetings and trainings; arranges logistics if needed for employees.
* Produces documents of varying levels of complexity, ranging from plain-copy typing to the manipulation of data to create complex presentations.
* Examines, checks, and verifies reports and other documents for completeness, appropriateness, adequacy, and conformity to established requirements; follows up on discrepancies.
* Creates and revises presentations for professional staff as requested.
* Schedules department events and activities; manages departmental or manager calendars.
* Establishes, maintains, and updates files, databases, records, and other documents; develops and maintains data, and performs routine analyses and calculations in the processing of data for recurring internal reports.
* Uploads and downloads project progress documentation; assists field staff with submission of progress reports and required documentation.
* Conducts research to resolve operational questions or issues as requested.
* Establishes and maintains an effective filing and retrieval system.
* Maintains inventory of training materials and supplies.
* Performs other related duties as assigned.

**Supervision Exercised:**

* No supervisory responsibilities.

**Minimum Qualifications and Necessary Requirements:**

* **EQUIVALENT**combination of education and experience can meet minimum qualifications*.*
* **EDUCATION:** High School Diploma or GED.
* **LICENSE/CERTIFICATION:** Valid driver’s license and proof of insurance that meets the minimum requirements ($100,000/$300,000) of RCAC corporate liability policy.
* **EXPERIENCE:** Two years of event planning or meeting planning experience. One year of administrative experience. Proficient computer skills with Microsoft Office programs.
* Must pass a background investigation.

**Knowledge, Skills, and Abilities:**

* Knowledge of existing data tracking systems.
* Knowledge of modern office practices, procedures, and equipment.
* Knowledge of planning and scheduling techniques.
* Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).
* Organizing and coordinating skills.
* Database and records management skills.
* Customer service skills.
* Ability to create, compose, and edit written materials.
* Ability to make administrative and procedural decisions and judgments.
* Ability to gather data, compile information, and prepare reports.
* Ability to carry out instructions furnished in verbal or written format.
* Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
* Ability to maintain confidentiality.
* Ability to analyze situations and adopt appropriate courses of action.
* Ability to meet strict timelines.

**Preferred Requirements:**

* Associates degree.
* Customer service experience.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit and stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk. The employee occasionally is required to stand; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision requirements include close vision, distance vision, color vision, and depth perception.

**Working Conditions:**

Work is typically performed in an office with a moderate noise level. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required. Travel will be required.

**Employee’s Certification:**

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. I understand that this job description is subject to change by RCAC as the needs and requirements of the position change.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Signature Date

*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.*