



## PROGRAM SPECIALIST

This is a grant-funded position that provides administrative support to the Director of Resident Services and Jobs Plus Grant Coordinator and assists in outreach efforts and communicating important program information to residents. The duties of this position involve a considerable variety and complexity of assignments and requires independent judgment in applying guidelines to work situations. **Must be willing to work occasional evenings and weekends.**

### MAJOR DUTIES AND RESPONSIBILITIES:

- Answer telephone and resident inquiries regarding information or services.
- Assist with community outreach projects, including resident surveys, neighborhood events, newsletter and promotional material distribution. Act as a courier to disseminate information to residents.
- Create and copy monthly department newsletter for HAC residents
- Compose, copy, distribute, and file routine correspondence and memorandums.
- Assist with conducting and entering survey data, program attendance and program compliance.
- Organize Early Childhood Education activities.
- Coordinate Summer Camp annually per program funding availability.
- Coordinate the Teen Summer Work Program per funding availability.
- Provides resident transportation to and from programs and activities as needed in agency vehicle.
- Enter new and edit existing program enrollee information into the "Tracking-At-A-Glance" (TAAG) and / or YARDI systems.
- Maintain and update client records, and create tracking and analysis reports, in "Tracking-At-A-Glance" (TAAG), YARDI, and EXCEL software programs as directed by the supervisor.
- Instruct/assist with educational programs, as assigned.
- Assist with department reports and newsletters, as assigned.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to receive and handle information in a confidential manner.
- Ability to establish and maintain effective working relationships with employees, residents, community partners and the general public.
- Ability to demonstrate competent computer skills, including proficiency with Microsoft products.
- Basic knowledge of office practices, procedures and equipment.
- Ability to understand and follow written and oral instructions.
- Ability to proof-read assignments for accuracy.
- Regular attendance and punctuality is a requirement of this position.
- Obtain TANK minibuss driver certification within 6 months of hire.

MINIMUM EDUCATION AND EXPERIENCE:

- High school diploma or equivalent; Associates degree in Business or Office Skills certification, preferred.
- Minimum three (3) years clerical experience.
- Strong communication skills and customer service attitude.
- Excellent written and oral communication skills
- Must have a valid vehicle operator's license.

**\*\*\* Please forward resume to [HR@HACOV.ORG](mailto:HR@HACOV.ORG) \*\*\***