



Job Title:	Program Assistant	Job Category:	Administrative-Customer Service
Department/Group:	Programs Department	HR Contact:	Lynn Kehn 865-982-8717
Location:	1017 Hampshire Dr. Maryville, TN 37801	Travel Required:	Rarely- Within community and for Training(s)
Will Train Applicant:	Yes	Position Type:	Non-exempt, Fulltime, Hourly
		Date Posted:	8/16/2023
External Posting URL:	Blounthabitat.org/employment		
Internal Posting URL:	Blounthabitat.org/employment		

Applications Accepted By:

<p>FAX OR EMAIL:</p> <p>Fax: 865-982-3895 Email: employment@blounthabitat.org Subject Line: Program Assistant</p>	<p>MAIL:</p> <p>Kathy Stark Blount County Habitat for Humanity (Habitat) 1017 Hampshire Drive Maryville, TN 37801</p>
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Job Description

JOB SUMMARY

The Program Assistant provides programmatic support for both Blount County Habitat for Humanity (Habitat) and Foothills Community Development Corporation (FCDC). This position is a shared full-time position (3/5 Habitat and 2/5 FCDC). The Program Assistant will transition into a full-time position with Habitat at a later date.

Primary responsibilities include customer service and communication, application assistance and review, document collection, generating program reports, data entry, assisting the Programs Manager (Habitat), assisting the Executive Director (FCDC), and general duties as assigned.

The Program Assistant delivers a superior experience to Habitat and FCDC customers and acts as a customer advocate throughout the program process. Additional responsibilities include building program qualification and paperwork proficiency and completing annual training. This position reports to the Habitat Programs Manager and the FCDC Executive Director.

ROLE AND RESPONSIBILITIES

- Comply with all Habitat and FCDC program policy and procedures
- Comply with Habitat and FCDC personnel policy, confidentiality policy, and code of ethics
- Implement position specific annual strategic objectives.
- **Clerical**
 - Daily communication- Serve as the customer communication liaison.
 - Manage customer applications, correspondence, documents, and marketing material according to policy.
 - Customer data entry.
 - Maintain customer files according to policy.
 - Archive closed customer files according to policy.
- **Application Completion and Eligibility Screening**
 - Manage Habitat Home Repair and FCDC Homeownership program application processes including mandated timelines according to policy and procedures.
 - Conduct effective application meetings. These may be done one-on-one or by group workshop.
 - Deliver a complete program application to appropriate staff person.
- **Customer Management**
 - Act as customer primary point of contact for Habitat Home Repair and FCDC Homeownership.
 - Manage customer interactions/progress from program interest to final service delivery.
 - Refer customers to available community resources as needed.

- Manage customer's approved program accommodations/modifications when required.
- Communicate additional customer needs affecting program outcome to the appropriate staff person.
- Monitor customer program compliance.
- **Funding Management**
 - Assist with grant/funder/investor data collection, reports, writing and compliance as needed.
- **Compliance**
 - Establish and maintain customer files according to policy and procedure.
 - Maintain positive control and security over all non-public private information.
 - Work with appropriate supervisor to manage language assistance resources.
 - Manage FCDC contractor/vendor paperwork requirements.
 - Follow all Habitat and FCDC guidelines, policies, and procedures including additional funding or partner policies as required.
- **General Duties**
 - Participate in team meetings as needed.
 - Maintain open communication with Habitat home repair and FCDC homeownership teams.
 - Participate in a 6-month and an annual performance review process.
 - All other duties as assigned.
- **Trainings and Certifications**
 - Complete Habitat and FCDC program training as assigned.
 - Complete annual Habitat compliance training as assigned.
 - Seek opportunities to further skill sets related to affordable housing and non-profit organizations.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Commitment to Habitat's and FCDC's mission, vision, and principles.
- Associate's degree or equivalent experience required.
- Non-Profit and grant work experience strongly preferred.
- Excellent customer service: interpersonal and intrapersonal skills, written and verbal communication, and active listening skills.
- Ability to work with people of different cultures, ethnicities, religions, incomes, and belief systems.
- Conduct self with thoughtfulness and clarity in difficult situations and always demonstrate respect for Habitat's and FCDC's customers.
- Exceptional critical thinking skills, work ethic, and self-motivation.
- Organization, attention to detail, and analytical skills are required.
- Works well in a team with an appreciation for constructive feedback and questions.
- The ability to succeed in a dynamic and fluid environment.
- Comfort utilizing manuals, policy, and procedures as reference for daily tasks.
- Healthy curiosity and drive to improve the customer experience.
- Bilingual Spanish and English proficiency preferred.
- Basic mathematical aptitude required.
- Proficiency in Microsoft 365 and ability to learn new software programs.
- Constituent Relationship Management software experience preferred.

TIME REQUIREMENTS

This position is an in-person, non-exempt, regular fulltime hourly position- 3/5 Habitat and 2/5 FCDC.

BENEFITS

Benefits include paid time off, generous holiday schedule, health insurance, and company IRA.

DISCLOSURES

Blount County Habitat for Humanity is an Equal Opportunity Employer, committed to non-discrimination and equal opportunity for all without regard to race, color, sex, religion, national origin, disability, sexual orientation, genetic information, or reprisal.