



Program Specialist Position Description

Mission: Hacienda is a Latino Community Development Corporation that strengthens families by providing affordable housing, homeownership support, economic advancement and educational opportunities.

Status: Full-Time, Non Exempt
Reports to: Economic Opportunity Manager/Director
Pay Scale: \$15.00 - \$17.00 DOE

Position Summary:

The Economic Opportunity Department at Hacienda CDC aims to improve and preserve the financial outlook, capability and assets of the families and individuals we serve including homeownership. The position of Economic Opportunity is primarily responsible for all administrative facets of department including pre-purchase, financial capabilities, default intervention counseling and educational services. The ideal candidate will have exceptional organizational and communication skills, provide top-notch customer service, and be comfortable managing a high volume of tasks under minimal supervision.

Essential Duties and Responsibilities:

- Act as first point of contact for all phone, email, and walk-in inquiries regarding any of our programs and services. Help support some clients through difficult default/foreclosure prevention process.
- Assist clients in completing the application process and gathering supporting documents.
- Client follow-up and general correspondence via email, phone, mail, and in-person.
- Provide timely follow-up and support to clients through our programs.
- Schedule appointments, workshops, and orientation sessions. Support with set-up and cleanup of workshops and events. Maintain various calendars.
- Maintain comprehensive and confidential client records and databases by reviewing, entering and uploading clients' documents and information for all counseling and reporting purposes.
- Create and maintain electronic and hard copy filing and record-keeping systems for both individual and group workshops.
- Assist with outreach activities including educational workshops to meet program goals.
- Assist program manager/supervisor in the preparation of funding applications and progress reports.

- Collect and process payments and fees associated with our programs and services.
- Communication, invoicing and handling petty cash for various vendors
- Assist with staff meeting administration.
- Support event registration, set-up and client intake, teach orientations workshops.
- Monitor and order office supply.
- Oversee daily office opening and closing duties.

Skills and Educational Requirements: Minimum qualification include:

- Bachelor's Degree with major course work in areas such as business, real estate, finance, planning, social work or education and two years of related work experience in finance, economic development, social work, or client counseling; **and/or** one year's equivalent experience.
- Fully Bilingual (in Spanish and English) and Bicultural.
- Detail-oriented and organized for file management and data entry.
- Excellent oral and written communication skills.
- Commitment to excellent customer service in fast-paced environment.
- Ability to process and respond to high volume of email, phone calls, and voicemails with clarity and accuracy, while following standard operating procedures.
- Ability to prioritize projects and apply creative problem solving techniques to meet deadlines.
- Ability to maintain confidential information and documents.
- Ability to operate office equipment, word processing software, printer, fax, MS Office Suite, and other client management databases.
- Individual must demonstrate a genuine interest and enthusiasm for community development and working with the Latino community, low-to-moderate income community, and marginalized communities.

Working Conditions: This is a full-time non-exempt position. Some travel required. Evening and weekend hours may be required. All positions at Hacienda CDC are at will.

Benefit Package includes: Medical, Dental, Vision, Alternative Health Care, Section 125 Flexible Spending Account, 401K, Employee Assistance Program, Life Insurance, Long Term Disability, AD&D, Vacation Accrual, Sick Leave Accrual, Holidays and Personal Days.

How to Apply: To be considered for this position, please submit the following to Director of Economic Opportunity, Carlos Garcia at cgarcia@haciendacdc.org:

- (1) Cover letter
- (2) Resume
- (3) Three references

Position opened until filled.

The Hacienda Community Development Corporation is an Equal Opportunity Employer and does not discriminate based on religious affiliation, marital status, physical or mental disability, national origin, citizenship, age, race, color, creed, gender, gender identity, sexual orientation, genetic makeup, political or union affiliation, status as a Vietnam-era, disabled or other veteran, or any other basis protected by federal, state or local law. In compliance with the Americans with Disabilities Act, the Agency will provide reasonable accommodations to qualified individuals with disabilities.

Our Core Values:

Respect: We strive to treat others and each other with dignity, fairness and respect.

Integrity: We conduct our work with openness and transparency as stewards of the public trust.

Excellence: We expect excellent performance in the delivery of services and programs to our community.

Diversity: We embrace inclusiveness of ethnic, cultural and socioeconomic perspectives in our board, staff, contractors and resident community.

Collaboration: We collaborate with community, public, and private partners to leverage resources to achieve greater results.

Commitment: We seek and value board members and staff who are committed to strengthening the Latino Community.

Note: This job description is intended as a guideline only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied.