

POSITION: Program Representative

DEPARTMENT: Family & Resident Services

STATUS: Non-Exempt

POSITION SUMMARY:

The Resident Services Program Representative provides bilingual customer service, clerical, analytical and administrative support to the Resident Services department. This is a full-time, onsite (not remote) position, Monday through Friday, 8:00 a.m. – 4:30 p.m. with occasional overtime for special events or meetings. This is a union position with a robust benefit package and generous paid time off.

ESSENTIALS FUNCTIONS:

1. Answers phones, responds to questions, takes messages, or routes calls to appropriate staff;
2. Completes administrative tasks such as receiving and greeting visitors to the office, collecting and distributing mail, processing supply orders and purchase receipts; and preparing conference/meeting rooms for use;
3. Researches grant applications, and provides requested information to WHA Grant writer;
4. Prepares reports, analyzes data, and provides responses and documentation to funders;
5. Attends meetings and prepares meeting minutes as directed;
6. Provides support in creating and updating the catalog of WHA Life Skills classes;
7. Collects, validates, and maintains client databases, generates and tracks report submission, updates formulas, recalibrates, checks totals, and provides weekly status updates;
8. Maintains and reviews data from language-learning software programs - ads and removes users, and updates tracking spreadsheet;
9. Cross-checks, audits, and validates data on master spreadsheet and other databases;
10. Organizes and maintains files including client files and records; opens and closes cases; conducts audits of client records to assure that record-keeping standards are met;
11. Creates templates and documents for staff;
12. Updates bulletin boards and displays with information on client services;
13. Drafts and sends out communications as requested;
14. Assists Resident Services staff with special projects, as assigned.

OTHER REPOSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma or equivalent required; college degree preferred;
2. Minimum of three (3) years' experience working in an office environment;
3. Strong interpersonal communication and excellent writing skills;
4. Bilingual: ability to speak, read, and write proficiently in both English and Spanish;
5. Ability to work independently in a busy office environment;
6. Ability to work cooperatively and respectfully with a diverse clientele;
7. Ability to provide exceptional customer service at all times;
8. Ability to multi-task while staying organized and coordinating multiple projects;
9. Advanced competency using Microsoft Office, programs, particularly Excel;
10. Ability to be relied upon to be available for work.