



Program Assistant

The principal responsibility of the Program Assistant is to be responsible for providing support to a team of Program Representatives with a variety of administrative tasks specific to the Rental Assistance Programs. Must carry out related work functions, as required to support agency objectives in a team oriented working environment.

Responsibilities include, but are not limited to:

- Responsible for mailing out monthly recertification packets to program participants.
- Organize recertification paperwork for Program Representatives.
- Review submitted documentation and follow up with program participants as required to ensure compliance for move and re-certifications.
- Assist team with obtaining verification of participants income, assets, and other necessary documentation.
- Assist with calculation of participants continued participation in the rental assistance programs.
- Create six-tab files and maintain as proscribed by funding source and program managers
- Maintain constant communication with program representatives regarding documentation and audit requirements and support, as needed.
- Provide support to Quality Assurance Specialist for special project as required.
- Responsible for scanning documents in the required software systems in accordance with funding source and RCAP's policies and procedures.
- Carry out general office duties, including copying and mailing of materials.
- Manages, track and reports on the status of participants submission of required paperwork. Assist with sending out notices, as needed.
- Respond to clients/property owner phone calls and provide necessary information.
- Maintain a filing system for both active and inactive participants files.
- Respond to staff questions and concerns in a timely fashion.
- Attends regular meetings and trainings as required by the funding source and RCAP.
- Perform other duties as assigned.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Customer Service** – Demonstrates customer friendly service and commitment to both internal and external customers (residents, voucher holders, vendors, visitors and RCAP employees). Promptly provides professional and courteous service as required.
- **Job Knowledge** – Clearly understands the duties and responsibilities of his or her position and is able to execute them efficiently and accurately.
- **Initiative** – Seeks new challenges and responsibilities. Actively works to remedy problems without having to be told by a peer or supervisor. Works well with minimal supervision.



- **Teamwork** – Willingly shares responsibility for work with co-workers, strives to accomplish team goals and objectives.
- **Adaptability** – Demonstrates flexibility in balancing job responsibilities and changes in the work environment. Open to new ideas and approaches.
- **Communication** – Demonstrates clear, effective verbal and written communication skills. Informs others of relevant information on a timely basis. Maintains on-going professional dialogue with others regarding business matters.
- **Dependability/Work Habits** – Understands the importance of timeliness and accuracy in the workplace; meets deadlines and uses time efficiently.
- **Safety/Security** – Follows safety rules and procedures. Properly secures confidential information per DHCD and RCAP policies and procedures.
- **Interpersonal** – Builds positive and productive relationships with co-workers, management, residents, voucher holders and compliance personnel. Maintains confidentiality and trust.
- **Cost Conscious/Fiscal Responsibility** – Awareness of the cost of products and services without expending more resources than budgeted.
- **Problem Solving** – Assists in finding solutions concerning problems relating to the job, department or Agency.
- **Confidentiality** – Do not disclose applicant/voucher holder information to an unauthorized party including medical history, family status, financial information, and all other personal information. All confidential files will be kept in a locked file and are inaccessible to anyone other than approved staff.
- Utilizes appropriate agency methods to access up to date documents, policies, procedures, forms, templates, etc.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience** – 1-2 years related experience and/or training working at a housing or social service agency or equivalent combination of education and training; some college preferred.
- **Language Skills** – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to individuals and groups. Ability to speak, read, and write in Spanish preferred.
- **Mathematical Skills** – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- **Must pass a CORI**
- **Reasoning Ability** – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to work independently on assigned tasks and accept direction on given assignments.



- **Computer Skills** – Must be proficient in Microsoft Office software including Outlook, Excel, and Word.
- **Certificates, Licenses, Registrations** – Must possess a valid Driver’s license and be able to travel to various locations within the region as required.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; and to talk or hear. The employee is frequently required to walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

Location – Worcester, MA

Compensation and Benefits:

RCAP Solutions offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 14 paid holidays, STD/LTD, etc.

To Apply:

Interested candidates should email their resume and cover letter to: HR@rcapsolutions.org or fax: (978) 630-9651