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| Job Title: | **Administrative Specialist for Home Improvement Programs – Full Time** |
| Department: | **Home Repairs/Weatherization** |
| Reports to: | **Home Repairs/Weatherization Program Managers** |
| Grade: | **PS** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Lisa Ritter** |
| Date: | **February 24, 2021** |
| “Strengthening our communities by empowering people to overcome barriers, build connections, and improve their quality of life.” | |
| Purpose:  As a member of the Home Improvement Staff the Intake Specialist is responsible for the administrative tasks necessary with client intake, file maintenance, procurement, filing documentation for all associated agencies and funders, ensuring program guidelines are followed, and ensuring State and Federal requirements are met. | |
| Essential Functions:   * Client Intake * File processing * Communicating with contractor * Assisting with program administration * Client interaction before, during, and after jobs * Assisting other staff members with time sensitive requests * Additional projects/tasks as required | |
| Position Objectives:   * Timely and accurately processing of intake documents. * Reimbursement requests. * Maintaining all administrative standards required for the program while upholding internal controls requirements. | |
| **Measured by:**   * Employee reviews * Monitoring results * Client satisfaction surveys | |
| **Minimum Education:**   * High school diploma * AA, BA, BS degree with business experience preferred | |
| **Minimum Experience:**   * Must have two years of experience in office administration. * Experience with construction or building trades-related business or non-profit a plus. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Must have experience with excel and excel based software, as well as data management software. * Must be able to create spreadsheets including formulas, graphs, and reports. * Must have experience with all other MS platforms and be able to write simple business letters. * Filing experience, organization, multi-tasking, customer service, creativity, and graphic arts experience preferred. | |
| **Minimum Physical Expectations:**   * Must be able to lift 20lbs. * Ability to sit for extended periods at a computer workstation. * Must be able to type at 40 wpm with accuracy. | |
| **Minimum Environmental Expectations:**   * Must be able to work in an office setting or in a remote working environment. * Must have reliable transportation, valid driver’s license, insurance, and ability to travel within NMCAA service region. | |