

**Public Housing Program Coordinator - (200007K9)**

**Official Title:** Program Coordinator I

**Functional Title:** Public Housing Program Coordinator

**Primary Location:** United States-Massachusetts-Boston-100 Cambridge Street

**Job:** Administrative Services

**Agency:** Department of Housing & Community Development

**Schedule:** Full-time

**Shift:** Day

**Job Posting:** Nov 10, 2020, 12:43:02 PM

**Number of Openings:** 1

**Salary:** \$53,055.60 - \$75,629.06 Yearly

**Bargaining Unit:** 06-NAGE - Professional Admin.

**Confidential:** No

The Program Coordinator I, (hereinafter known as “the Coordinator”) assists with the administration and coordination of State-Aided Public Housing program-related activities at the Department of Housing and Community Development (DHCD). The Coordinator specializes in communicating with constituents and program administration for the Division’s major oversight programs.

The Division funds and oversees about 45,000 of public housing that is owned and operated by 234 Local Housing Authorities (LHAs). The Coordinator provides program administration support for DHCD’s principal oversight programs for these LHAS: Performance Management Review and Agreed Upon and Procedures (mini-audit), and other programs as assigned. The Coordinator performs highly complex detail-oriented program coordination duties under minimal supervision. These may include: tracking and processing formal, written communication to LHAs and other external stakeholders; coordinating and conducting follow-up with LHAs as a part of program activities; creating and maintaining databases to support effective program management; creating and regularly generating tracking and evaluation reports using MS Access, Excel, and/or other Business Intelligence software; coordinating/providing trainings and technical assistance for program participants; assisting with preparation of presentations and reports; coordinating external events; and following up by telephone and email regarding requests for assistance, information, or action.

Additionally, the coordinator serves as the primary constituent contact for state-aided public housing. The Coordinator takes calls from constituents with questions or issues regarding state-aided public housing, and directs them to the appropriate resources or routes their case to DHCD staff members as required.

**DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):**

The incumbent provides administrative and program support in a fast-paced, complex environment, with rapidly changing priorities. The position requires the exercising of a high degree of discretion and initiative, with an emphasis on integrity, timeliness, accuracy, reliability and a strong focus on total customer satisfaction. Specific duties include:

1. Support the Division in general and the Director of Policy, Programs, and Operations in the successful implementation and coordination of multiple, simultaneous projects and programs, prioritizing tasks by importance. Tasks include assisting managers with: ensuring the programs are effectively operating and complying with program requirements and standards; vendor procurement and contract administration; processing program submissions, evaluation, awards, approvals, reports, and other key documents; tracking program participation and outcomes; tracking project adherence to deadlines and guidelines; coordinating program-related meetings and site visits and properly documenting key decisions; finalizing and transmitting written communication; and following up by phone or email with stakeholders and participants.

Programs supported include but are not limited to: LHA Performance Management Review (PMR), LHA Agreed Upon Procedures (AUP), Tenant Board Member elections & waivers, the Common Housing Application for Massachusetts Public Housing (CHAMP), Resident Service Coordinators and Self Sufficiency Program, and tracking of other regulatory waivers.

2. Respond to constituent calls to public housing phone line and emails, answering them in a compassionate and informed manner. Route calls to DHCD staff or direct to resources as appropriate. Track calls and outcomes for management review and policy change.
3. Provide technical assistance to internal staff, LHA staff, and partner agencies regarding program rules, guidelines, policies, procedures, and standards. Organize trainings (in person and online) to exchange information, resolve problems, and ensure compliance with program requirements.
4. Manage multiple databases that support effective program coordination and management. Create new databases to serve multiple internal users; develop and implement protocols to ensure quality assurance among users; enter data, marry and merge data to create reports and dashboards showing trends so that managers may effectively measure outcomes and evaluate program effectiveness at meeting objectives. Must be able to create and regularly generate tracking and evaluation reports using MS Access, Excel, and/or other Business Intelligence software.
5. Anticipate and prepare materials for presentation to external audiences for conferences, meetings, reports, formal correspondence, etc. Prepare presentations and reports ensuring completeness and accuracy. Highly proficient in Microsoft PowerPoint and document formatting and able to master additional graphic communication skills as needed.
6. Provide general administrative support and coordination to the Division. File & scan electronic files according to Division protocols. Develops and improves file management protocols for programs under your purview.
7. Provide back-up general DHCD telephone reception coverage as needed.
8. Other administrative and coordination duties, as assigned.

#### **PREFERRED QUALIFICATIONS:**

1. Proficiency using Microsoft Access, Excel, Word, Outlook, PowerPoint, and Business Intelligence Software (emphasis on Access, Excel, and PowerPoint).
2. Bilingual candidate preferred (ability to read, write and speak standard Spanish).
3. Ability to manage a workload of competing priorities in a fast-paced, deadline-driven environment.
4. Experience in handling confidential and strategic information; ability to exercise discretion in handling such information; and ability to exercise sound judgment.
5. Ability to work independently with minimal supervision.
6. Ability to work in a team setting, establish rapport, and maintain harmonious working relationships with others.
7. Attention to detail and accuracy.
8. Superior customer service skills, including compassionate and patient communication strategies.

9. Curious to learn new topics and ability to learn new topics quickly.
10. Excellent written and verbal communications skills, including ability to communicate in a precise, understandable manner and ability to communicate concisely, clearly and provide information in a logical sequence.

**MISSION STATEMENT:**

The Department of Housing and Community Development (DHCD) is within the Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents. DHCD's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance and financial resources to promote safe, decent, affordable housing opportunities, economic vitality of communities and sound municipal management.

**COMMENTS:**

**Please upload resume and cover letter.**

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

**QUALIFICATIONS:**

**First consideration will be given to those applicants that apply within the first 14 days (by 11/24/20).**

**MINIMUM ENTRANCE REQUIREMENTS:** Applicants must have at least (A) two years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Bachelor's or higher degree with a major in business administration, business management or public administration may be substituted for the required experience.\*

II. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.\*

\*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

**An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.**

**If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Marjorie Lalli - 617-573-1254**

**HOW TO APPLY:**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200007K9>