



Hampton Roads Community Action Program

2410 Wickham Avenue

P.O. Box 37

Newport News, VA 23607

Job Title: Program Support Specialist
Department: CNI – Newport News
Reports To: Chief Operating Officer

MISSION STATEMENT

HRCAP connects people to educational, social and economic programs that create self-sufficiency thereby changing lives, creating hope and making our community a better place to live.

VISION

A strong, vibrant community where all citizens are self-sufficient and empowered.

VALUES

Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

SUMMARY

Performs administrative support to the program staff responsible for the delivery of case management and programs to the Choice Neighborhood Marshall-Ridley community. The program support specialist is responsible for performing administrative work of moderate difficulty and variety in support of professional, technical or administrative functions. This position will contribute to the efficiency of the overall organization by ensuring assigned administrative duties are carried out timely and will assist all HRCAP programs with intake, filing, and other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

Administrative Duties

- Assists in planning client appointments, correspondence, file management and travel for program staff.
- Receive and screen phone calls and redirect them when appropriate.
- Prepare purchase orders for department.
- Prepare timesheets for staff and submit to department managers.
- Assist Program Staff and HRCAP Leadership as needed.
- Conduct research and prepare presentations or reports.
- Schedule program staff travel, reconcile travel, and all expenses in alignment with organizational policy.
- Monitor/order office supplies and assist staff with negotiating terms with suppliers to ensure the most cost-effective orders.
- Maintain electronic and paper records ensuring information is organized and easily accessible.

- Establish and maintain strong relationships with assistants of other departments.
- Handle confidential documents ensuring they remain secure.

Operations and Programs

- Attend meetings at the direction of the leadership to record and disseminate notes from weekly meetings and assigned subcommittee board meetings.
- Create and distribute monthly department dashboard.
- Enter program data into various client management systems (Empowor/Credco, CounselorMax, etc.).
- Assist all HRCAP programs with intake, filing, and other duties as assigned.
- Assist department with managing IT support requests (computer, telephone, tablets).
- Monitor, respond to, and distribute incoming and outgoing correspondence and communications.
- Ensure the Program Manager is prepared for all meetings – collecting, researching, and/or preparing all briefing materials – and then follow-up afterwards, as appropriate.
- Collaborate with all program components to prepare and coordinate correspondence, presentations, and reports.
- Provide roundtrip transportation services to Seniors enrolled in Dining Program.
- All other duties as assigned.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- Demonstrated ability to prioritize conflicting needs while handling matters expeditiously, proactively, and following through on projects to a successful completion.
- Experience with calendar management, including the coordination of complex executive meetings.
- Experience making travel arrangements, preparing detailed travel itineraries and agendas.
- Excellent listening and communication skills: ability to present information professionally, concisely, and effectively, both verbally and in writing.
- Demonstrate excellent judgement and ability to solve problems.
- Ability to work independently as well as in a team-oriented environment.
- Ability to efficiently manage multiple priorities and projects.
- Strong attention to detail and exceptional organizational skills.
- Ability to interact with staff at all levels in a fast-paced environment, remaining flexible, proactive, resourceful, and efficient, with a high level of professionalism and confidentiality.
- Experience in associations or non-profits desirable.
- Meeting planning experience desirable

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. 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

- Minimum of three years of experience supporting executive-level positions.
- Expertise in MS Office-Excel, PowerPoint, and Word.
- Must possess and maintain a valid Virginia driver's license.
- Criminal record check and credit report required for employment.
- Strong software capabilities to analyze the business and develop presentations to include: Excel, PowerPoint or Prezi are required.
- Track record for maintaining and deepening relationships with customers or accounts.
- Adept at networking, building relationships, and community engagement.
- Ability to work across the organization to deliver solutions that meet internal and external objectives.

Salary Range: \$25,450 - \$30,667

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. You can also visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA, 23607. Or email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer