

## **Family Economic Opportunity Programs – Program Assistant Job Description**

### **POSITION OBJECTIVE**

Community And Shelter Assistance Corporation (CASA of Oregon) is a statewide nonprofit housing and community development corporation specializing in affordable housing development and administration of individual development account programs (IDAs). Rooted in its service to farmworkers, CASA of Oregon works to improve the quality of life and self-sufficiency of households with limited financial resources through developing housing, programs and facilities across the state.

The principal goal of CASA's asset building programs is to strengthen low-income households by providing opportunities for financial and human capital development, ultimately providing them the means and capacity to acquire assets and move into the economic mainstream. CASA of Oregon currently administers one of the largest IDA network in the nation, with over 1100 active participants in collaboration and over sixty partner agencies throughout the State of Oregon.

The Program Assistant is the primary staff person responsible for maintaining participant files, including record keeping, data entry, and file maintenance. The Program Assistant is also responsible for entering monthly savings data of all active program participants.

### **SUPERVISOR**

The Program Assistant's immediate supervisor is the FEOP Manager.

### **JOB RESPONSIBILITIES**

- Maintain communications with all IDA partners via prompt email and phone responses
- Maintain online participant information database and storage systems, including data entry of participant information and monthly account activity
- Complete monthly data entry and mailing of account statements in a timely manner
- Keep program and participant contacts current in database
- Ensure participant files meet program standards by maintaining complete and accurate documents
- Update program materials such as brochures, newsletters, website, manuals, and forms
- Assist in the development of policies and procedures of the program that ensures effective operations and increased likelihood of success of partners and program participants
- Assist in management of government and private contracts related to the program
- Assist in program-related data collection and research
- Assist Program Director and organization staff as needed

### **QUALIFICATIONS AND EXPERIENCE**

- Associate's Degree or equivalent with at least two years' work experience in administrative support or program administration

- Critical thinking capacity, ability to manage multiple tasks, and detail-oriented
- Strong written and verbal communication skills
- Excellent customer service skills
- Demonstrated experience and skills in operating online database and electronic filing system
- Understanding of low-income and multi-cultural communities
- Proficiency in computer programs including: word processing, management information systems, spreadsheets and databases
- Ability to work independently with minimal supervision
- Ability to work in a team setting
- Bilingual/Bicultural skills and experience are preferred
- Experience with IDAs or asset-building programs is preferred

### **WORKING CONDITIONS**

CASA of Oregon is located in Sherwood, Oregon, fifteen miles southwest of Portland. Normal office hours are 8:30 am to 5:00 p.m., Monday to Friday. Employee must be able to sit for long durations of time. Evening and weekend work may be periodically required. A driver's license and access to transportation are required. Travel to statewide locations is necessary and may require overnight stays.

### **ORGANIZATION BACKGROUND**

CASA of Oregon is a statewide nonprofit housing and community development corporation specializing in the development of housing for farmworkers and their families. Since 1988, CASA has worked with local sponsors to develop both single-family and multi-family housing in communities throughout Oregon. CASA also provides technical assistance and training to nonprofit organizations on housing and organizational development.

To apply, please submit your application to [lduran@casaoforegon.org](mailto:lduran@casaoforegon.org). No phone calls or emails, please.