



Homeword

November 8, 2023

Dear Applicant:

Enclosed is a job description for your perusal, we encourage you to visit our website, www.homeword.org, to familiarize yourself with our organization.

The Administrative Specialist is a regular full-time employee with the following compensation and benefits:

- Hiring range is \$36,500-\$42,100 annually (DOE)
- 100% of Employee Health Insurance Premium paid by Employer
- Short term disability, long term disability and Life/Accident insurance paid by employer
- Simple IRA plan with dollar for dollar matching up to 3% of compensation
- 4 weeks paid time off (PTO) per year
- 5 weeks PTO after 2 years employment
- 11 Paid Holidays throughout the year
- Great work environment

Eligible applications must include 1) a cover letter addressing the required qualifications set forth in the attached job description, 2) resume, 3) Homeword's employment application, and 4) three professional references. If you have any questions about the online packet, please contact Laurel Ramsdell at laurel@homeword.org or 406-532-4663 x10.

Priority deadline: November 30, 2023. The position is open until filled.

Homeword is an Equal Employment Opportunity (EEO) employer. Women and people of color are strongly encouraged to apply and reasonable accommodations will be made for people with disabilities.

Applications may be faxed, emailed, mailed or delivered to:

Attn: Laurel Ramsdell
Homeword, Inc.
1535 Liberty Lane, Suite #116A
Missoula, MT 59808
laurel@homeword.org
FAX # (406) 541-0239

Thank you for your interest!

Homeward, Inc.
Job Description
JOB TITLE: ADMINISTRATIVE SPECIALIST (2023)

POSITION SUMMARY: The Administrative Specialist is the first point of contact for the organization and responds to inquiries regarding the education and counseling programs and rental homes. This position manages class registration and class preparation to ensure program compliance, provides administrative support to all staff members, and supports the organization's operational needs. Homeward has a very fast paced work environment that requires a strong sense of teamwork in all employees, particularly the administrative functions.

SUPERVISOR: Deputy Director

POSITION STATUS: Regular Full-time/non-exempt

MINIMUM QUALIFICATIONS:

- 2 years of experience in a professional office environment or equivalent experience
- High School Diploma
- Proficient computer skills using Internet and Windows based software
- Proven strong administrative skills with the ability to manage time and priorities of a multi-faceted job
- Ability to plan work effectively in a team environment and independently using good judgement
- Able to communicate by telephone, orally, and in writing
- Valid Driver's License and proof of insurance

PREFERRED QUALIFICATIONS:

- Post-Secondary Education (two- or four-year degree)
- Proficient in Excel, Word, Outlook and Adobe InDesign
- Strong interest in and commitment to Homeward's mission

ADDITIONAL SKILLS AND OTHER REQUIREMENTS:

- Strong organizational and planning skills
- Excellent customer service skills
- Comfort working with all staff members on a variety of projects
- Website, Client Management Systems, and online database tools skills

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Regular and predictable attendance is an essential duty and responsibility of this position. Employees are accountable for reliable attendance and meeting this position's essential function requirements as listed below.

OPERATIONS

- Provides administrative support to all departments, acts as first point of contact to public, assists with office operations and provides reception and customer service
- Responsible for opening and closing the office daily and ensures the office and breakroom are tidy and have a professional appearance
- Stays up to date on information and resources pertaining to client's needs and makes appropriate referrals
- Attends and participates in applicable community meetings for community member and services updates
- Updates brochures and other marketing material using various design software
- Creates forms and collects data with online systems, as applicable
- Records all incoming checks and cash and notifies the appropriate staff person for coding and deposit information
- Balance and reconciles the cash box and online transaction report with the tracking spreadsheet and bank statements

- Attends and participates in staff meetings, Homeword events and board meetings
- Creates board packets, publishes board meeting announcements in local newspaper, attends board meetings, records attendance, and types meeting minutes. Files tear sheets, board packet, and meeting minutes
- Schedules and coordinates all board committee meetings
- Tracks and orders office supplies and postage usage and keeps the Operations and Program Director informed of office expenses and other operational issues
- Processes and distributes mail daily in a timely and consistent manner
- Runs off-site errands, sends packages, purchases supplies, bank deposits, etc.
- Collaborates with the Operations and Program Director to plan and implement monthly tech and safety trainings
- Provides basic tech support with office equipment, technology, and the VOIP phone system
- Provides support during onboarding and orientation of staff, and board members
- Evaluate efficiency of office procedures according to organization objectives and apply or recommend improvements
- Attends trainings, webinars and workshops as needed

PROGRAM

- Provides administrative and technical assistance to programs, serves as part of the HomeOwnership Center Team, manages the class registration process, inputs data into the database and runs demographic reports, and works with team to improve workflow, efficiency, service delivery and ensure program compliance
- Manages homebuyer and financial class registrations, childcare reimbursements, and payment process
- Provides administrative support to instructors in preparation for class
- Prepares files for compliance with HUD documentation to meet rigorous standards, and conducts close out procedures for all counseling files
- Enters clients into web-based data system, ensuring the data is entered accurately, completely, and timely, runs monthly reports, processes workshop invoices for specific workshops and tracks completers and non-completers
- Enters clients and volunteers into internal tracking document for reporting and tracking purposes
- Notifies NeighborWorks and community partners of HOC class & workshop schedule and changes.

FUNDRAISING/OUTREACH

- Updates Homeword website as event dates, newsletters, annual reports, services, classes, holidays, and staff changes occur
- Enters donation data into fundraising database and reconciles donations with bank account deposits every month
- Tracks all board and staff birthdays. Routes various cards for signatures and mails them
- Assists with development, design and printing of marketing materials, media pieces, flyers, invitations, thank you cards, etc.
- Meets with staff to determine event/project needs, brainstorm activities, scheduling and gathering event items
- Assists with event planning, setup & teardown and attends Homeword events after hours as events arise

ASSET MANAGEMENT

- Scan, file and notify appropriate staff when Certificates of Liability Insurance are received
- Send commercial notices and updates to Solstice commercial tenants
- Assist with commercial tenant orientation, tenant files, signs, key requests, move in/move out procedures, work orders, and common area policies & procedures and other duties as needed
- Ensures sufficient supplies are available in the Solstice Conference Room and common areas
- Collects rent payments, reservation fees, track payments and give to Finance Coordinator for deposit
- Manages the solstice conference center schedule, updates calendar meetings/cleaning schedule, checks room availability and manages reservations and orientation for commercial tenants and outside groups

- Checks the SCC at the end of each day to ensure that all rules and regulations are being followed (i.e. cleanliness, furniture put back to default set up, trash removed, AV/technology is accounted for, any damage to the room, etc.)
- Ensure that the commercial break room is clean and neat, dishes are put away, dishwasher is run when full. Notify Confluence Management Team if persistent uncleanliness occurs

GENERAL RESPONSIBILITIES:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions and feedback
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Aligns work with strategic goals
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
- **Work Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality
- **Workload Management** – Responds to urgent needs/issues in a timely manner; Identifies and assists with resolving conflicting priorities; Identifies opportunities for workload capacity sharing (appropriate delegation)

LEVEL OF INDEPENDENT DISCRETION / CONSEQUENCE OF ACTIONS: This person, within the parameters of Homeword policies and procedures, exercises a high level of independence in decision making. Significant errors in judgment may cause serious financial and/or legal repercussions for Homeword.

WORKING/ENVIRONMENTAL CONDITIONS: Most work occurs in normal work environment. Physical effort may be required to do the following: sitting, standing, walking, bending, reaching, transporting supplies, keyboarding, repetitive motion and operating electronic equipment.



1535 Liberty Lane, Suite 116A
 Missoula, MT 59808
 406-532-4663

Application for Employment

An Equal Opportunity Employer

Homeward

PERSONAL INFORMATION

Name (Last Name First)			Phone	
Present Address	Apt No	City	State	Zip Code
Permanent Address	Apt No	City	State	Zip Code
Email Address				

EQUAL EMPLOYMENT OPPORTUNITY – It is our policy to employ the best qualified personnel and to provide equal opportunity for the advancement of employees and to administer all of our personnel policies in a manner that will not discriminate against any person because of race, color, national origin, ancestry, religion, creed, sex, age, marital or familial status, physical (including pregnancy) or mental disability, political belief, sexual orientation, gender identity or general expression, veteran status, on-the-job injuries, source of income, or any other legally protected status unless it is a bona fide occupational requirement reasonably necessary to the operation of our business.

DESIRED EMPLOYMENT

Position		Date You Can Start
Are you currently employed?	If so, may we inquire of your present employer?	
Have you ever applied to Homeward before?	When?	Who referred you to this position opening?
<p>Criminal Record – (Conviction of a crime is not an automatic bar to employment. Factors such as the nature and the gravity of the crime, the length of time since conviction and/or completion of any sentence and the nature of the job for which you have applied may be considered.)</p> <p>Have you ever been CONVICTED, PLED GUILTY, NO CONTEST or FORFEITED BOND, or BAIL for any crime other than a traffic violation?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please give details as they pertain to relevancy to the position applying</p>		

EDUCATION

School Level	Name and Location of School	Years Attended	Graduate	Subjects Studied
High School				
College				
Trade, Business or Correspondence School				

GENERAL

Subjects of Special Study or Research Work
Special Training
Special Skills

FORMER EMPLOYERS

List below your last three employers, starting with the most recent.

Name of Present or Last Employer			
Address	City	State	Zip Code
Starting Date	Leaving Date	Job Title	
May we contact your supervisor?	Name of Supervisor	Phone	
Description of Work			
Reason for Leaving			

Previous Employer			
Address	City	State	Zip Code
Starting Date	Leaving Date	Job Title	
May we contact your supervisor?	Name of Supervisor	Phone	
Description of Work			
Reason for Leaving			

Previous Employer			
Address	City	State	Zip Code
Starting Date	Leaving Date	Job Title	
May we contact your supervisor?	Name of Supervisor	Phone	
Description of Work			
Reason for Leaving			

I understand and agree to all of the following itmes: (1) Misrepresentation or omission of material information from my employment application and/or resume submitted to Homeword, Inc. may result in rejection of my application or, if hired, termination. (2) I am legally eligible for employment in the country in which the job is located(all new hires will be required to provide proof of eligibility upon hire.) (3) Nothing contained in my application for employment, or conveyed during any interview that may be granted, is intended to create a contract of employment with Homeword, Inc. (4) I authorize investigation of all statements contained herein and the references and employers listed herein to give you any and all information concerning my previous employment and any pertinert information they may have, personal or otherwise, and release the company for all liability for damage that may result from utilization of such information. (5) If offered employment, I agree to submit to a physical examination and authorize the physician or physicians assistant to disclose the results of that examination. I also agree to comply with Homeword's substance abuse program, including submission to pre-employment drug testing as may be required in certain job categories.

Signature:

Printed Name:

Date: