

**Title:** Programs Coordinator II (Training)

**Job Type:** Non-Exempt  Exempt

**Division:** Counseling

**Job Grade:** 4

**Reports to:** Senior Business Development  
Officer

### **Job Purpose**

The Programs Coordinator will be specifically responsible for monitoring all aspects of the Counseling Division's training policy and tracking documentation required for submission from the Network Agencies and their counselors. The Programs Coordinator will need to be thoroughly familiar with the Division's training policy specific to the core elements associated with the standard operating and performance procedures established and required by PHFA and HUD.

### **Essential Functions**

1. Provide secretarial and administrative support to the Counseling staff.
2. Assists the Senior Business Development Officers with various tasks including travel voucher preparation, tracking calendar, deadlines, meetings and coordinating site visits.
3. Serve as the primary point of contact for questions on Agency training policies, programs, initiatives and special projects.
4. Monitor, update and maintains all of the contact list (e-mail, address, phone numbers, documents, etc.) using our PHFA Affiliate Management Portal (AMP) and the AS400.
5. Establish and maintain a good working knowledge of personnel inside and outside the Agency who are referrals for inquiries about Agency programs and initiatives.
6. Coordinates all training events and assist with getting confirmations on training registrations, and updates of all compliance records.
7. Compile, coordinate and maintain well-documented and organized files on each of the Division's programs and initiatives.
8. Monitors and tracks for compliance on all Counselor Designations and Certifications associated with the Comprehensive Housing Counseling Initiative (CHCI).
9. Maintain and support for the SHL System where Counselors can take their HEMAP and CHCI Designation Exams. Other assessments for prospective agency personnel are also available in the system.
10. Tracks all annual documentation required on each agency participating in PHFA's Housing Counseling Network specific to available program funding initiatives.

11. Assist with maintaining and updating training manuals and PowerPoint presentations.
12. Assist the Director and Senior Business Development Officers in preparing for the Agency's annual policy meetings.
13. Periodically report project activities, especially concerns regarding problems and conflicts associated with agencies that participate in the housing counseling network.
14. Help maintain website information, Counselors Corner updates and other updates as required.
15. Special assignments and duties as assigned.
16. Maintaining a daily physical presence at the office is required to collaborate with team members.

### **Job Requirements**

**Education:** High school diploma/GED equivalent or Associates Degree

**Experience:** 3-5 years of administrative support staff experience required. Experience in compliance work activities is a plus.

**Knowledge/ Skills:**

1. Effectively with individuals of all levels in the Agency and in the public.
2. Excellent telephone skills.
3. Demonstrated ability to write in a clear and concise style.
4. Ability to communicate effectively in oral presentations.
5. Fluency in speaking, writing, translating and interpreting Spanish preferred but not required.
6. Personal computer experience required including the ability to use Microsoft Word and PowerPoint in a Windows environment.

**Licenses/ Certifications:** n/a

### **Travel**

- None       Light       Frequent       Other: