



## **Mt. Vernon Manor CDC Program Assistant Job Description**

Mt. Vernon Manor CDC (MVM) is seeking a systems-oriented Program Assistant who is committed to supporting MVM's NAC office, NEC programming, and internal operations. The Program Assistant will work closely with all MVM staff members.

### **Organization Description:**

Mt. Vernon Manor Community Development Corporation (MVM) is a community-based nonprofit organization based in the West Philadelphia community of Mantua. Established in 1977 to address the need for quality, affordable housing in the Mantua neighborhood of West Philadelphia. MVM additionally serves as a hub for ongoing neighborhood revitalization and critical services that meet the needs of residents.

In 2015 Mt. Vernon Manor was awarded a Neighborhood Advisory Committee (NAC) contract with the City, with the goal of helping residents access and navigate the City's many housing-related programs and initiatives. In 2019 Mt. Vernon Manor was awarded a contract with the Energy Coordinating Agency to assist residents with a wide variety of energy and utility-related issues.

Mt. Vernon Manor CDC's success is based in our practice of building authentic relationships, empowering and engaging residents, and working collaboratively with the public and private sectors to facilitate collaboration and coordination. We are seeking a committed and multi-talented Program Assistant to join our team during an exciting time of growth and opportunity.

### **Required Duties & Responsibilities:**

The Program Assistant reports to the Executive Director and/or Deputy Director and will be responsible for carrying out a full range of office work as part of a team to meet the ongoing and evolving business needs of the Community Development Corporation (CDC). The Program Assistant will work closely with the NAC Coordinator to help deliver NAC services to residents and to ensure contract obligations are met. The ideal candidate must be proactive, well organized, possess outstanding administrative and computer software skills, handle multiple tasks, complete work within given deadlines, and have excellent oral and written communication skills. The Program Assistant must have a positive and client-service attitude, initiative, reliability, resourcefulness and follow-through on team priorities.

## NAC & Community Engagement Responsibilities

- Assist NAC Coordinator in delivering a wide range of housing-related services including attending civic meetings and organizing quarterly Service Area Briefings to educate residents on various programs;
- Gain keen knowledge of various aspects of target neighborhoods, including strengths, assets, challenges, individuals, local groups, informal and/or geographic community boundaries, etc.;
- Perform partner outreach and community engagement activities as needed;
- Send monthly newsletters highlighting the City's housing related resources and various initiatives;
- Manage MVM's social media accounts, tailoring each platform to various audiences;
- Connect and refer residents to various housing programs and services, including other NAC offices, and legal aid groups;
- In partnership with NAC Coordinator, track monthly NAC expenses and send monthly NAC invoices to City for reimbursement along with supporting documentation;
- Serve as the primary point of contact for tracking, inputting, and maintaining all NAC client data;

## Neighborhood Energy Center

- Serve as the primary contact to Energy Coordinating Agency and abide by requirements in the NEC contract;
- Learn how to interpret PECO, PGW, and PWD utility bills;
- Assist clients with applying to various NEC related and utility assistance programs such as LIHEAP, LIHWAP, CRP, CAP, and payment arrangements;
- Attend virtual and in-person monthly NEC meetings with Energy Coordinating Agency;
- Maintain organized client files;
- Use Salesforce to bill ECA for NEC services monthly, including ECA's intake, energy counseling, and budget counseling forms;
- Serve as the primary point of contact for tracking, inputting, and maintaining all NEC client data;

## Internal Operations & Office Management

- Provide grants management assistance including but not limited to processing federal grant awards, consultant agreements, disbursement requests, invoices, and managing all compliance and reporting requirements;
- Work closely with the Executive Director and MVM's Accounting team to track MVM expenses and help reconcile MVM's accounting as needed;
- Perform routine clerical work as required, including preparing letters, producing outreach materials, coordinating purchases, filing, answering phones, updating newsletters, recording meeting notes, and other duties as assigned;

## Qualifications:

- Bachelor's degree from an accredited college or university is preferred but not required.
- Flexible self-starter who can work without close supervision, keep multiple tasks moving simultaneously and demonstrate initiative;
- Relevant experience in social services, community development, community organizing, administrative assistance or a related field is required;
- Relevant experience and comfort working with marginalized populations, particularly low-income BIPOC populations;
- Exceptional interpersonal and project management skills and deep understanding of the community development field;
- Demonstrated ability to manage multiple, complex matters and programs at various stages and coordinate with multiple internal and external parties to meet deadlines;
- Excellent writing and oral communication skills;
- Proficiency in Microsoft Office suite, including Word, PowerPoint, and Microsoft Excel;
- Experience using WordPress is a plus;
- Experience with social media is a plus;
- Experience using Salesforce is a plus;
- Ability to work weekdays with some evening and Saturdays work required.

## Compensation and Hiring:

This position has a starting salary between \$45,000 - \$55,000 per year, commensurate with experience, with room for career growth. Benefits include (optional) health, dental, and vision insurance with 50% coverage from MVM, 13 days PTO, paid sick and parental leave, national and extended holiday closures, and funds for professional development.

This position is principally in-person, with some flexibility for remote work. Physical requirements include 6-8 hours of computer-based work per day. MVM aims to support all staff members with physical and scheduling accommodations to the best of our ability, including through hybrid work. As a small, tight-knit team, we strive to provide comfortable conditions for independent and collaborative work.

MVM is dedicated to supporting the professional development of historically marginalized folks. **We encourage anyone who meets at least 75% of the qualifications/preferred skill descriptions above to apply to this position— we are happy to discuss workarounds for potential gaps in the outlined qualifications/skills.** Mt. Vernon Manor CDC is an Equal Opportunity employer and actively recruits people of color, women, people with disabilities, members of the LGBTQ community, immigrants, and people from low-income backgrounds. We strongly encourage applications from people with lived experiences in the communities with which we work.

Please submit a resume, cover letter, and list of references to [info@mvmcdc.org](mailto:info@mvmcdc.org) with the subject line "Program Assistant." Applications will be accepted on a rolling basis until the position is filled.