

PROGRAM SUPPORT ASSISTANT – COMMUNITY & ECONOMIC DEVELOPMENT

DEPARTMENT	TITLE OF IMMEDIATE SUPERVISOR	CLASSIFICATION
Community & Economic Development	Assistant Director of Community & Economic Development	103 – Non-Exempt

JOB SUMMARY

The Dakota County Community Development Agency (CDA) is seeking a Program Support Assistant for its Community & Economic Development team. The position will provide support for those programs and initiatives supported by the federal Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME) and Emergency Solutions Grant (ESG) programs, as well as housing finance programs including Tax Increment Financing, Housing Tax Credits, Multifamily Housing Revenue Bonds, CDA Levy, Essential Function/Governmental Purpose Bonds, and the CDA's Housing Opportunities Enhancement (HOPE) program. Examples of tasks include: assisting with activities related to the administration of the CDBG and HOME programs, inputting data and tracking project completions, processing payment request from contractors, tracking contracts and agreements with grant recipients and subrecipients, processing CDBG and HOME applications, assisting with the Home Improvement Loan program, and tracking loan and closing documents for housing finance loans. This position will also provide general administrative and clerical support duties, assist with data entry and/or document imaging, prepare correspondence and provide program information, and other duties as assigned. This position will also provide back-up capacity for other office support positions throughout the agency, including coverage for the front information desk.

The Community & Economic Development departments assists private and non-profit developers of affordable housing with a variety of financing tools, and works with Dakota County cities and townships on activities that promote economic development, revitalize housing, redevelop blighted areas, and strengthen local services. The department assists homebuyers and homeowners through home improvement loans, weatherization grants, homebuyer education, pre-purchase counseling, and foreclosure prevention. The Dakota County CDA's mission is to improve the lives of Dakota County residents and enhance the economic vitality of communities through housing and community development. For more information about the CDA visit www.dakotacda.org.

TASK NO.	ILLUSTRATIVE TASKS	ESTIMATED FREQUENCY	BAND/ GRADE
	The following illustrative tasks are some examples of possible duties; actual duties will vary by position assignment:		
1.	<p>Provide administrative and program support for CDBG, HOME and ESG activities</p> <ul style="list-style-type: none"> Track annual CDBG subrecipient agreements and letters of understanding with municipal subrecipients and grantees; ensure agreements are accurate and fully executed Track Urban Requalification notices and agreements with municipal subrecipients Track HOME Consortium joint powers agreements; ensure agreements are accurate and fully executed Assist with completion of Environmental Review Records for certain projects Assist with reporting documentation for federal programs including Section 3, Women and Minority Business Enterprise and Semi-Annual Labor Standards and Enforcement reports Assist with compilation of data and documents for Consolidated Plan, Annual Action Plan, and Consolidated Annual Performance and Evaluation Report Coordinate publication of public notices in compliance with federal regulations Assist with compiling monitoring documents for both internal and external auditors Assist with department file maintenance in accordance with state and federal recordkeeping requirements; support record retention and file destruction according to current programmatic record retention schedules Assist with compiling demographic information for federal programs as needed 	45%	
2.	<p>Assist Home Improvement Loan Program team with execution of program and provide customer service to program applicants</p> <ul style="list-style-type: none"> Assist Housing Rehab Coordinator with preparation of client files Process insurance certificates for clients Contact homeowners' insurance agents for mortgagee clause on new home improvement loans Maintain database of mortgage satisfactions for loan payoffs 	30%	

	<ul style="list-style-type: none"> Assist with loan payoff processing; track recording of documents at the Dakota County Recorder's Office Process loan satisfaction documents, subordination requests, and loan repayments Assist the Housing Rehab Coordinator and Housing Rehab Specialist with organization of client files; ensure documentation is complete and ready for future audits of outside entities including the Department of Housing and Urban Development Respond to requests for information about the program 		
3.	<p>Provide administrative support for Housing Finance Program activities</p> <ul style="list-style-type: none"> Assist with compiling documents for CDA loan closings; ensure closing documents are complete and fully executed Assist with recordkeeping and compliance documentation for the HOPE and Tax Credit Programs Assist with recordkeeping for the Tax Increment Financing Program 	10%	
4.	<p>Perform Community & Economic Development Department clerical duties</p> <ul style="list-style-type: none"> Assist with scheduling of CED meetings for internal and external partners Compile program information packets for various CED-led programs Obtain verifications or other eligibility paperwork for various CED-led programs Perform data entry Perform document imaging/scanning duties Complete copying projects Use word processing and spreadsheets to prepare reports, policies, correspondence, memorandums, and forms Coordinate and prepare bulk mailings Complete filing, both paper and computer Assist with program auditing needs i.e., scanning, compiling files, and submitting files to funders Assist with records retention activities for department Assist with tracking of purchasing card statements Perform other special projects and assignments as needed, such as: <ul style="list-style-type: none"> Establish or revise data information systems as directed Maintain organized computer filing system 	10%	
5.	<p>Perform duties for other departments as back-up, or as assigned, such as:</p> <ul style="list-style-type: none"> Agency receptionist duties including: <ul style="list-style-type: none"> Greet clients and public; refer to the proper department and/or staff person. Answer incoming calls, screen, and transfer calls to the correct staff member; take messages as needed. Provide polite and courteous service to all clients/visitors. Be aware of in/out status of all agency personnel. Maintain telephone system (be familiar with voice mail system, arrange for service). Assist clients with proper applications/forms. Send out information by mail to interested parties. 	5%	
6.	<p>Act as a positive representative of the CDA</p> <ul style="list-style-type: none"> Promote a positive image of the CDA to clients. Develop and maintain a good working relationship with CDA employees, vendors and contractors working with the CDA. Answer calls and emails within 24 business hours. Handle calls or meetings with irate parties in a professional manner to diffuse the issue/conflict. 	On-going	

QUALIFICATIONS - Specific training or job experience required before appointment.

Minimum Qualifications:

- Two years related education and/or experience. Associate or bachelor's degree in a related field is preferred.

Knowledge of:

- English language, grammar and punctuation

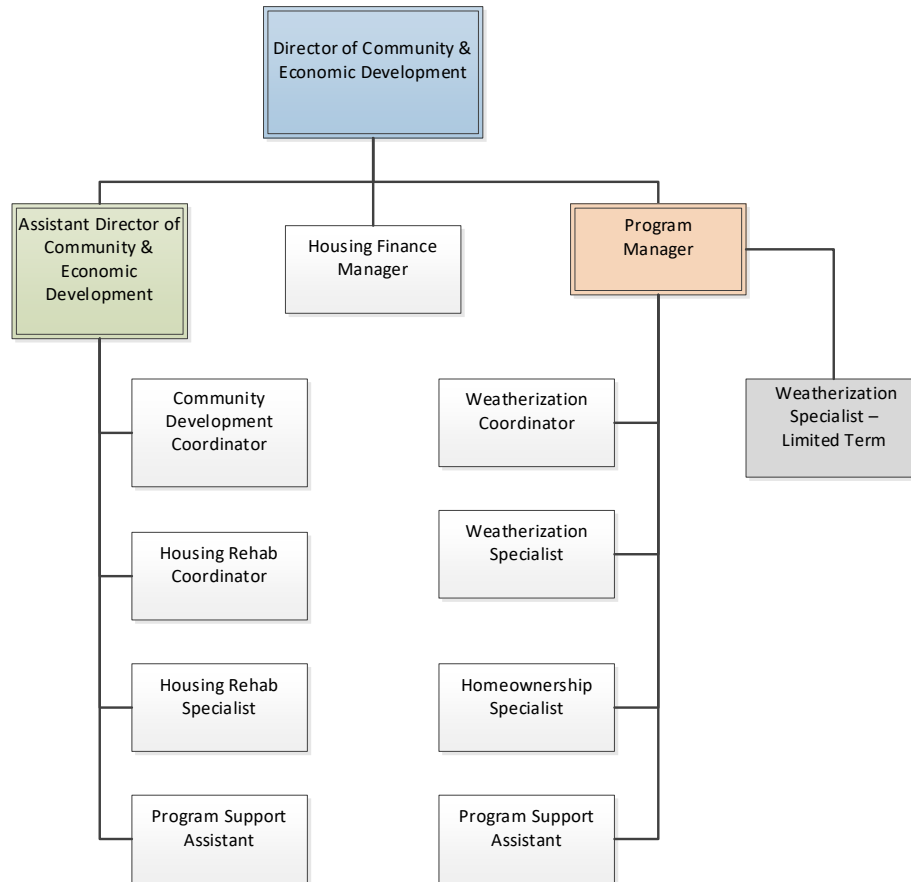
- MS Office, especially MS Excel
- Federal and Minnesota data privacy laws
- Office procedures and practices
- Use of general office equipment, including personal computers and calculators
- Desktop publishing programs

Ability to:

- Handle difficult situations in a professional manner when dealing with the public and agency employees
- Work with diverse clientele
- Communicate effectively both orally and in writing
- Coordinate details and organize workload
- Perform mathematical calculations accurately
- Typing ability of at least 45 words per minute with a high degree of accuracy
- Work independently and adapt to changes in workflow schedules
- Work under pressure and with interruptions
- Work on several projects simultaneously and to set and meet deadlines

ORGANIZATION RELATIONSHIP

This position is supervised by the Assistant Director of Community & Economic Development.



WORKING CONDITIONS

Assigned tasks are generally carried out while seated at a desk in an office environment. Some travel by automobile may be required.

IMPORTANT NOTICE

I have read and understand the duties and tasks described in the above job description. I am able to perform all the above duties and meet the essential physical requirements of this position as laid out above.

Employee Signature

Date

June 2021