



**Position Description and Vacancy Announcement**

<b>Position Title</b>	Resident Services Assistant	<b>Department</b>	Public Relations and Compliance
<b>Reports To</b>	Public Relations and Compliance Director	<b>Employment Status</b>	Part-Time (Temporary)
<b>FLSA Status</b>	Non-Exempt	<b>Salary and Grade</b>	\$10.47 - \$15.70 per hour Grade 3
<b>Date Posted</b>	October 27, 2021	<b>Date Closed</b>	Open Until Filled

**Summary**

The primary purpose of this position is to coordinate the operations of the Food Pantry and assist with administering the Resident Enrichment Program. Work is performed under the general supervision of the Public Relations and Compliance Director or designee with latitude for independent judgment and decision making.

All activities must support the Auburn Housing Authority (AHA) and its managed agencies' missions, strategic goals, and objectives.

**Essential Duties and Responsibilities**

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed.*

**Food Pantry Task**

1. Coordinates the operation of the Boykin Community Center Food Pantry, including ordering, stocking, and staffing.
2. Ensures the Food Panty maintains adequate food material supply.
3. Ensures the Food Panty complies with all reporting requirements.
4. Facilitates partnerships with local organizations to coordinate volunteers.
5. Conducts outreach to determine needs associated with food insecurity.
6. Develops new programs and services to address food insecurities within the community.
7. Facilitates partnerships with local organizations to coordinate programs for residents and participants.
8. Counsels residents and participants to discover food insecurities.
9. Writes and submits applications for grant, foundation, and related funding. Ensures that application requirements are met, supporting documentation is provided, any matching funds are secured, and that applications are submitted in a timely manner.
10. Manages grants in accordance with funding agreements. Coordinates and submits periodic reporting in accordance with grant or funding requirements. Completes periodic reviews of activities and determines any necessary modifications to maximize the effectiveness of programs and initiatives.
11. Ensures that program files and filing systems are current, accurate, and neat at all times.
12. Collects, analyzes, and reports data on food pantry programs and initiatives.



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13. Ensure all designated Food Pantry funding is expended as required.
14. Drafts correspondence, technical reports, and status reports; ensures documents are consistently formatted and grammatically correct.
15. Develops and maintains budgets for all programs to ensure that available funding is sufficient to meet program needs. Identifies alternative sources of funding as needed.
16. Ensures the Food Pantry complies with program and grant requirements to included but not limited to the Community Development Block Grant (CDBG) Subrecipient Agreement, USDA Food Agreement, and other applicable program requirements.

### **Resident Services Tasks**

1. Assists with the coordination and implementation of the Resident Enrichment Program funded by the CDBG Program.

### **Behavioral Competencies**

*This position requires the incumbent to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.



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### **Job Competencies**

1. Knowledge of HUD-funded programs, federal, state, and local laws and regulations, as well as AHA policies and procedures related to the position.
2. Knowledge of food pantry processes including intake, assessment, and referral. Skill in maintaining accurate, thorough, and confidential case records in compliance with applicable programs.
3. Knowledge of available social service and community providers.
4. Skill in preparing proposals, negotiating, and networking.
5. Skill in composing accurate and timely programmatic reports in compliance with related regulations.
6. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the AHA HUD-funded program(s), and other applicable program requirements.
7. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

### **Education and/or Experience**

High school diploma or GED and/or up to one (1) year of related clerical experience, preferably in the not for profit sector. An equivalent combination of education and experience may be considered. Must possess a valid Alabama driver's license and be insurable under the AHA's plan.

### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.



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### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud, and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

### Disclaimer

The AHA is an equal opportunity employer with a drug free work place. We offer a competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. AHA gives preference in employment to Section 3 - eligible individuals.

### Application Process

To apply, please send a resume and cover letter to [ajharris@auburnhousingauth.org](mailto:ajharris@auburnhousingauth.org); the cover letter must include your salary requirements. Include the job title “Resident Service Assistant “in the subject line of your email. If you have questions about the position, please contact the following:

AJ Harris, Public Relations and Compliance Director  
[ajharris@auburnhousingauth.org](mailto:ajharris@auburnhousingauth.org)  
(334) 821-2262, ext. 210

### Read and Acknowledged

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Employee Signature

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Date

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Employee Name [printed]