**REDWOOD COMMUNITY ACTION AGENCY**

**FINANCIAL LITERACY PROGRAM COORDINATOR I**

**POSITION PURPOSE**

Under the general direction of the Division Director or their designee, the Coordinator is self-directed; detail oriented and excels at working with and assisting other staff with administrative tasks in a fast-paced environment. The Coordinator is responsible for and assists with all administrative functions in their assigned division and program which includes: the coordination of general office operations; fiscal tasks, including budget development, monitoring and revisions, as required; gathering and sharing resources; data collection including informational program components, marketing materials or brochures; information and referral for clients. The Coordinator must project professionalism at all times, have the capacity to effectively communicate and work with other RCAA staff, Community Partners and a diverse client population.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Assist with various projects as assigned by their director and/or supervisor
* Manage central administrative office, ensuring smooth flow of information, data and correspondence
* Responsible for data base management and for processing invoices in Microix accounting software
* When appropriate, compose routine correspondence, type letters, reports and other materials for key administrative staff, clients, or public entities
* Assist with advertising and publicity, including computer layouts and design of brochures
* Maintain and organize administrative office supply inventory and order office supplies
* Work with other senior administrative staff in a support capacity
* Other duties as assigned or necessary.

**JOB REQUIREMENTS**

**Knowledge of and Experience With:**

* Administrative procedures, public relations, working with diverse clientele and the operation of a multi-line phone system
* Creative approaches to problem-solving from both and individual and team approach
* Community resources, information and referral
* Proper use, maintenance and oversight of office equipment including computers, copiers, and fax machines
* Computer operations including the proficient use of all Microsoft Office programs (Especially Word, Publisher and Excel), Outlook email, Internet research and use of Social Media (i.e. Facebook, Instagram)
* Principles of office management and procedures

**Ability To:**

* Accept responsibility and perform work with minimum supervision while actively participating as a team member
* Identify and perform tasks needed for office management and the ability to prioritize these tasks correctly and efficiently
* Compose routine correspondence when requested, using correct grammar and spelling
* Work under pressure in a busy office setting and efficiently multi-task
* Communicate clearly and efficiently, written and orally; and competent in English grammar, punctuation and spelling
* Demonstrate good organizational skills and manage multiple tasks in an efficient manner
* Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work
* Strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms
* Working with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate
* Show a demonstrated interest in and commitment to fostering environmental and community well-being
* Maintain a professional, confidential work environment
* Effectively manage electronic and paper files
* Establish and maintain personal and programmatic boundaries while providing support services
* Conduct self in a professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA’s Personnel Policies and Procedures Handbook and the Employee Code of Conduct
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection

**MINIMUM QUALIFICATIONS**

* Two (2) years’ office experience with increased responsibility in office management
* Demonstrated proficiency in PC computers, Microsoft Office programs and Outlook email
* Experience with multi-line phone systems, heavy public relations, and reception duties

DESIRABLE QUALIFICATIONS

* AA degree in Business Administration or related field
* Notary experience, or willingness and ability to train for certification/testing

## OTHER REQUIREMENTS

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
* Must have means and capacity to perform job related duties with personal vehicle, as may be required
* Possession of valid California’s Driver’s License, current auto insurance and acceptable DMV record
* Submit to fingerprinting for criminal record clearance and background checks with acceptable results
* Valid First Aid and CPR certification or willingness/ability to be certified, if required
* Proof of required education (i.e. AA, BA, MSW, etc.) if applicable
* Submit proof of having been vaccinated for COVID-19
* Must have effective means of communication at all times; a home or cell phone with the ability to accept voice messages

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

**SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE FINANCIAL LITERACY PROGRAM COORDINATOR I -** working under the direct supervision of the Division Director, or their designee; the Financial Literacy Program Coordinator will provide leadership, coordination and technical support to further develop and sustain the Economic Empowerment program, establish a coalition to further project goals, and broaden the scope of financial literacy services provided to low income families and individuals by providing direct service using the “Your Money Your Goals” curricula.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Build and maintain working relationships with community organizations, individuals, and funding entities supporting asset-building activities.
* Coordinate free tax assistance sites in two counties, supervise volunteers, and prepare and review tax forms.
* Assure that the project maintains high quality standards and meets all grant and funding guidelines.
* Assist Planning Department to research and secure continued funding for program sustainability.
* Work with project staff and community partners to recruit and sustain volunteers.
* Develop and promote asset-building endeavors in the community.
* Develop and publicize reports of program services and accomplishments.
* Schedule, plan, and facilitate meetings with groups or individuals on a regular basis.
* Coordinate a schedule of community events with staff, partner organizations, and with volunteer involvement in those events for outreach, training, and tax preparation.
* Keep detailed records of all project events and activities, and complete written reports of project success, progress and challenges as needed.
* Develop and distribute all public outreach materials for publication or partner distribution.
* Develop and maintain up-to-date lists or a modest database of all project partners and applicable clients for communication purposes.
* Maintain accurate records of activities and accomplishments of coalition partners and participants for program evaluation purposes.
* Compile basic program and demographic data for progress reports and complete reports as needed.
* Develop content to be uploaded to a RCAA web page for outreach, education, and training.
* Complete fiscal processes to reimburse expenses using RCAA and other funding-source policies and guidelines in working with outside vendors and contractors.
* Manage and track expenses within the project budget according to RCAA and other funding-source policies.
* Maintain program files following RCAA and other funding-source policies.
* Work to maintain partnership and foster good relations within the community.
* Work with State field representatives and other funding-source staff as needed.
* Work weekend and early evening hours as needed, particularly as holidays approach and during the period leading to the tax season: October – April.

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Planning events and trainings and also delivering events and trainings
* Working in partnership with a diverse group of organizations
* Maintaining and managing a budget and/or purchasing supplies or materials

**DESIRED QUALIFICATIONS**

* Coursework and/or experience in accounting, tax preparation, tax law, business, social sciences or related field
* Familiarity with using the “Your Money, Your Goals” curricula
* Familiarity with using Income Tax Assistance programs, particularly IRS “Link and Learn” and/or VITA (Volunteer Income Tax Assistance) programs
* Two (2) or more years’ experience working or volunteering with low-income individuals and/or families, and also experience with home visiting
* Website design and/or maintenance, database creation and management, and desktop publishing
* Experience writing successful grants
* Bi-lingual (Spanish or Hmong)

**ON FILE**

**EXECUTIVE DIRECTOR DATE**

**ON FILE**

**DIRECTOR OF HUMAN RESOURCES DATE**

I have read, understand, and agree to perform the job functions as outlined above:

Print Name Signature Date

***AN AFFIRMATIVE ACTION / EQUAL OPPORTUNITY EMPLOYER***