MIDWEST ASSISTANCE PROGRAM, INC.

JOB DESCRIPTION

PROGRAM ASSISTANT

Program Description: The mission is to assist rural communities to improve their environment, quality of life and be self-sustaining by providing technical assistance and training relating to water, wastewater, solid waste and community development. The Midwest Assistance Program, Inc. (MAP) is a non-profit organization serving the nine Midwestern states of Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, North Dakota, South Dakota, and Wyoming. MAP is a partner of the Rural Community Assistance Partnership, Inc. (RCAP).

Program Assistant Summary: The Program Assistant will assist the Program Director in all aspects of program management. Must excel in standard office practices, customer service and both verbal and written communication skills. Must have extensive general computer knowledge, to include MS Office products, Adobe, SharePoint and a strong desire to analyze data. Will be able to coordinate and organize agency project data through specialized database, and other forms of data compilation. Will become familiar with all organizational funding programs and assist with reporting and documentation for each program. Will assist with technical assistance to all field staff relative to the use of the reporting database and will assist with project files. Must have the ability to work under limited supervision with modest latitude for the use of initiative and independent judgment. This position reports to the Program Director.

Supervised By: Program Director

Classification: III (Non-Exempt)

Specific Duties/Responsibilities:

1. Evaluate, coordinate, correct and maintain data using the specialized organization database.
2. Maintain agency files including backup documentation on assigned projects both hard copy and electronic format as required.
3. Establish and maintain individual project/community files and programs as assigned.
4. RCAP database Super User: Provide assistance and guidance to staff in regard to database issues, input, and communication. Report issues to RCAP to correct database problems.
5. Assist Program Director with communicating program guidance and issues to field staff on technical assistance and training projects.
6. Perform other related duties and responsibilities that may become necessary to meet the needs of the organization.
7. Provide backup to Administrative Assistant. Such as answering the phones with professionalism and courtesy. Screen and direct incoming calls to the appropriate staff.
8. Research, compile, and prepare reports, documents, correspondence or other information required by management.
9. Respond to letters and general correspondence of a routine nature.
10. Assist Management Team on RFP’s/RFQ’s and renewals. Review proposal requirements.
11. Assist Program Director in coordination of the annual congressional fly-in visits for staff and board of directors in Washington DC.
12. Coordinate publication of the semi-annual Source magazine.
13. Maintain MAP website, MAP Staff Site, and social media accounts.

**Job Qualifications:**

1. Four-year college degree, preferred. High school graduate or equivalent required.
2. Extensive data input and analysis and computer skills required.

**Job Specifications:**

1. Must be highly organized.
2. Extensive knowledge of MS Office programs and show ability to learn new software quickly.
3. Demonstrate ability to work independently.
4. Possess ability to work cooperatively with peers in close coordination on related issues.
5. Knowledge of rural issues and understanding of rural communities a plus.

**Physical Requirements:**

1. A person in this position must be able to hear, see and speak English clearly.
2. Must be able to travel by auto and air for various meetings.
3. Out-of-office travel of several days per month may be necessary, including overnight travel.
4. Minimal lifting (files, office supplies, etc. to a maximum of 55 pounds).

**Other:** Fringe benefits include health, life, dental and disability, paid time off, federally recognized holidays and retirement program. Travel and per diem are reimbursed at established agency rates.

**EQUAL EMPLOYMENT OPPORTUNITY**

01/2020