



## **Program Support Specialist**

### **Job Description**

Updated August 2019

**Non Exempt Employee (full time)**  
**Hiring Range: \$13.50 - \$17.50 per hour**  
**Reports to Policy and Partnerships Manager**

#### **Job Purpose**

This position plays an integral role on the program support team and provides administrative support to ensure excellence in the delivery of our programs and services. This position will also serve as lead for RDI's database and assist with the general administrative operations of RDI.

#### **Program Support**

- Provides direct support and assistance to field staff, contract trainers, and community leaders.
- Provides administrative support to RDI's programs and projects. Duties include:
  - providing high-level coordination and organizing of travel arrangements and logistics details
  - scheduling appointments and helping manage Outlook calendars as needed
  - negotiating contracts and arrangements with meeting facilities and caterers
  - assisting with meeting notices, logistics, mailings, and minutes
  - creating, editing and/or reviewing training materials, PowerPoint presentations, flyers, brochures, and handouts
  - maintaining detailed records in company files, Basecamp, and database
  - processing program evaluations
  - monitoring and coordinating training supplies and materials
  - recording program purchases or expenses and tracking by project codes
  - coordinating participant correspondence which includes phone calls and the preparation/review of emails and postal mailings
  - mentoring staff about program procedures and best practices
- Effectively communicates with participants, stakeholders, community leaders, and RDI community contacts statewide.
- Provides administrative support to the Regards to Rural Conference and other events as assigned.
- Supports staff with other program tasks as assigned.

#### **Database Management**

- Serves as lead for RDI's database system.
- Maintains database by planning, monitoring, and improving performance.
- Provides proactive and reactive data management support and training to users.
- Sustains the security and integrity of data.
- Trains colleagues in how to input and extract data.



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#### Administrative and General Duties

- Actively participates as a member of the Office Support Team by responding to or directing inquiries to appropriate staff, answering phones, and greeting or assisting visitors.
- Assists with the organization and maintenance of company files, both hard copy and electronic.
- Completes other office functions on a rotational basis (processing incoming mail, answering phones, etc.).
- Moderates virtual staff meetings as assigned.
- Maintains RDI's core organizational competencies as outlined in the Employee Handbook.
- Supports the office sustainability plan.
- Participates in internal strategic planning.
- Follows RDI's financial project management guidelines outlined in the Employee Handbook as appropriate to this position.
- Contributes to RDI's welcoming culture by treating others with respect and valuing their uniqueness.
- Embraces and supports RDI's efforts to advance diversity, equity, and inclusion within our organization.
- Contributes to a diverse, collaborative team environment and promote inclusion and cultural responsiveness.
- Performs other duties as assigned.

#### Key Qualifications and Skills

- Two years of general clerical experience or an Associate Degree in Office Occupations or Office Technology with one year of general clerical experience.
- Outstanding organization skills and attention to detail.
- Database experience required; knowledge of Compass 360 preferred.
- Proficient with Microsoft Office Suite.
- Fluency in Spanish (speak, read, write, edit) would be welcomed.
- Multi-tasks and uses time efficiently in a fast-paced environment.
- Prioritizes work to meet goals and objectives within an acceptable timeframe.
- Demonstrates flexibility and adaptability to changing priorities with the ability to deal with time sensitive material.
- Self-starter with a high level of initiative, follow-up skills, and attention to detail.
- Proactive problem solver.
- Strong personal and verbal communication skills: a professional and friendly communication style, polite and polished in person, on the phone, and via email.
- Experience using project management software and databases, such as Basecamp.



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### Work Environment

- This position is based at RDI's office in Eugene, Oregon, and offers a flexible schedule within established hours of operation.
- Duties may occasionally require long days to meet project deadlines.
- Mandatory attendance at the Regards to Rural Conference and staff meetings.
- Occasional travel is required.
- Reliable transportation and clean driving record is required.
- Must be able to comply with our Youth Protection Policy including background screening.
- May require the ability to bend, push, pull, grasp, and lift up to 35 pounds.

### What We Offer

- A robust benefit package providing health, vision, and dental insurance
- Company contribution to your 401K account (after six months)
- Generous Paid Time Off (PTO) policy and ten paid holidays
- AAA membership

### Application Process

Deadline for application to be received is 5 pm, Tuesday, September 3, 2019.

Please submit:

- Cover letter
- Resume

(Incomplete applications will not be considered.)

Email to: [hr@rdiinc.org](mailto:hr@rdiinc.org)

Mail to:

Human Resources  
Rural Development Initiatives Inc.  
150 Shelton-McMurphey Blvd, Ste 201  
Eugene, OR 97401

RDI is an equal opportunity employer that values diversity of all kinds. We believe that organizational behavior can disproportionately impact the most marginalized people in society. It is our policy to ensure that all individuals are treated equally without regard to age, color, disability, gender, marital status, national origin, religion, sexual orientation, expression, gender identity, or veteran status. RDI strongly encourages applications from people with these identities or who are members of other marginalized communities to ensure that all are given every opportunity to succeed.

