



Position Title: Program Assistant – Operations
Position Location: Buffalo, NY
Job Classification: Part Time/Non-Exempt (20 Hours/week)
Reports to: Executive Director

THE ORGANIZATION:

What We Do

With residents and partners, LISC forges resilient and inclusive communities of opportunity across America – great places to live, work, visit, do business and raise families.

Strategies We Pursue

Equip talent in underinvested communities with the skills and credentials to compete successfully for quality income and wealth opportunities.

Invest in businesses, housing and other community infrastructure to catalyze economic, health, safety and educational mobility for individuals and communities.

Strengthen existing alliances while building new collaborations to increase our impact on the progress of people and places.

Develop leadership and the capacity of partners to advance our work together

Drive local, regional, and national policy and system changes that foster broadly shared prosperity and well-being.

Over the last 40 years, LISC and its affiliates have invested approximately \$20 billion in businesses, affordable housing, health, educational mobility, community and recreational facilities, public safety, employment and other projects that help to revitalize and stabilize underinvested communities. Headquartered in New York City, LISC's reach spans the country from East coast to West coast in 34 markets with offices extending from Buffalo to San Francisco. Visit us at www.lisc.org

Responsibilities

LISC believes that WNY's long-term success will be measured by the extent to which all individuals – regardless of income, race or zip code – have access to safe, healthy, sustainable communities with

housing and economic choices that put them on the path to financial security, health and wellbeing. We envision a region where residents are connected to their communities and can plan to stay there. A place where community residents build wealth through good jobs and entrepreneurship. A place where community residents drive action to improve their neighborhoods because they feel a sense of ownership and empowerment. Where neighborhoods have strong and responsive community organizations driven by residents' needs and ideas.

In 2019, LISC worked with stakeholders and partners on its 2020 Strategic Plan. The Plan recognizes the importance of building strong internal administrative systems to deliver high quality service to our stakeholders and investors.

The Program Assistant will work closely with the Executive Director and Program Officers to develop and enhance the daily administrative and operational systems for the LISC WNY office including financial and contract management, information and client management, office logistics and hospitality, and scheduling support. Responsibilities will include:

Financial and Contract Management

- Process all invoices/expense reports for payment using LISC's Certify, Netsuite and/or other software systems for payment and track payment status.
- Work with the Program Officers to manage all grant awards and consultant contracts using the LISC Program Action System.
- Process all public and private funding awards, including entries to Salesforce where applicable.
- Assist staff in various program processes including: collection of partner information/data and program outcomes; processing and monitoring grants/consultant agreements; monitoring grant and consultant performance to ensure alignment with agreed scope of work; processing disbursements and financial drawdowns and maintaining program records to ensure all office files are accurate and up-to-date on a regular basis.

Information and Client Management

- Working with the Executive Director and Program Officers, establish and populate a client management system using Access with connections to Outlook and Salesforce
- Develop and oversee transition to electronic file management, with paper files as required.
- Maintain and troubleshoot computers and other office equipment. Work with LISC IT as needed.

Executive Director and LAC Support:

- Maintain Executive Director's calendar, schedule appointments and conference calls, manage invitations, and coordinate travel arrangements.
- Handle Executive Director travel arrangements including car rentals, flights and hotels.
- Assist with internal/external and Local Advisory Committee meetings, with responsibility for minutes, logistics, and meeting coordination.
- Assist the Executive Director with logistic support for job postings and recruitment
- Assist with staff onboarding and training

Office Logistics and Hospitality:

- Serve as the primary contact for the current facility at 70 West Chippewa;
- Assist with site selection for new space and manage the logistics of 2020 office move;
- Provide logistic support for meetings, trainings, workshops, information sessions, orientations, conferences and special events. To accommodate our stakeholders, periodic evening and weekend

work may be required. Interested candidates must be comfortable traveling and working within a wide range of neighborhood and professional settings.

- Meet and greet visitors, distribute mail, overnight packages, answer phones and direct inquiries, and maintain office, kitchen and meeting space.
- Order office and kitchen supplies, manage inventory and maintain adequate supplies for the office and staff.

Qualifications

- Bachelor's degree from an accredited college or university preferred.
- Two or more years of office/administrative experience preferred
- Excellent computer skills and strong working knowledge of Microsoft Office applications (Word, Excel, Outlook) required. Experience with Salesforce, Microsoft Access, Microsoft Teams, and/or Microsoft Project preferred. Experience with NetSuite and Certify a plus.
- Well-organized, detail-oriented. Must be able to both set priorities for a challenging workload and work simultaneously on multiple tasks without compromising quality. Proof reading experience a plus.
- Excellent customer service, relationship management and communications skills.
- Superior interpersonal skills and the ability to work independently with minimal supervision as well as part of a team.
- Solution-oriented and proactive, with good problem-solving skills.
- Flexible and positive attitude, patience, integrity and good work ethic.
- Periodically travel outside of the WNY area for peer learning, training and national LISC activities.
- Perform additional duties as assigned.

Compensation

LISC offers a competitive salary and excellent fringe benefits.

To Apply

Submit cover letter and resume to Julie Barrett O'Neill, Executive Director, at jbarrettoneill@lisc.org. Please include "Operations PO" in the subject line of your email.

**LISC IS AN EQUAL OPPORTUNITY EMPLOYER
COMMITTED TO DIVERSITY AND INCLUSION**