



Job Title: Program Administrator
Pay Range: \$50,000 to \$62,500
FLSA Status: Full Time (40 hrs/wk) or part-time (20 hrs/wk) / FLSA STATUS: Exempt

The Program Administrator (PA), acting on behalf of the Blaine County Housing Authority (BCHA) is a City of Ketchum employee. The PA manages programs under the Authority's jurisdiction, specifically assisting and screening applicants for program eligibility, lease-up and sales, and ongoing compliance.

PRIMARY JOB RESPONSIBILITIES

Housing Application Assistance and Database Management

- Manage database(s) and files for efficient retrieval of information on applicants and available housing products and future deed-restricted housing opportunities
- Manage compliance efforts by monitoring housing occupancy and compliance with deed restrictions annually and as needed. Assist Housing Director in enforcing compliance through drafting letters of non-compliance and gathering information
- Meet one-on-one with households to assist in the application process and respond to questions
- Review community housing applications; following up with the applicants on items which need further documentation
- Manage marketing and showings of units, assist approved buyers as they work with lenders, title companies, transfer of property
- Provide housing counseling services
- Assist Housing Director in drafting deed covenants and on lease reviews
- Track and recommend policy updates and areas that need clarity

Manage resident relations at Lift Tower Lodge

- Process tenant turnover, including placement of new tenants and walking new tenants through lease agreements and expectations
- Manage tenant relations, with support from Ketchum staff and on-site property manager
- Assist all Lift Tower Lodge households in finding permanent housing

Office Administration

- Support Housing Stability Manager with their efforts, including but not limited to scheduling meetings, event setup, community outreach, and implementing new programs
- Manage and organize hardcopy and online files
- Assist in updating and managing BCHA's website and social media
- Manage BCHA meetings: Manage logistics, scheduling and room setup; Attend and



BLAINE COUNTY HOUSING AUTHORITY

participate in meetings, take minutes/notes, record, maintain and distribute notes; Disseminate public notice, meeting agendas, and support materials for BCHA Board meetings

- Provide input on and implement recommendations to improve program efficiencies and new services
- Develop and maintain process documents

REQUIRED SKILLS

- Bilingual Spanish and English, comfortable professionally communicating verbally and in writing in both languages
- Six years of experience in at least one of the following fields (four years of education can be substituted for experience): accounting, real estate, data management, customer service, public administration, or related fields. Experience in affordable housing, tenant screening, and compliance is a plus.
- Demonstrated ability to show empathy for clients and to maintain confidentiality
- Work productively independently and as part of a team, both with staff and volunteers
- Proficient in Microsoft Word, Outlook, Excel. Experience with customer relationship management systems (such as Salesforce) a plus
- Ability to multitask and prioritize projects in a fast-paced environment
- Possess a high level of self-motivation and initiative
- Able to work occasional evenings and weekend

TO APPLY

Send resume and cover letter to info@bcoha.org.