



Position Title: Programs and Services Manager

Classification: Full-Time, Exempt, Salaried

Position Summary: The Programs and Services Manager provides critical support to the Member Services Director/Department for the Housing Development Consortium of Seattle-King County (HDC) and ensures the highest possible delivery of member programming and service for the association. Key areas of focus are: supporting the planning and execution of HDC events, implementing a comprehensive member engagement strategy including surveying and data tracking, and supporting HDC special initiatives including facilitation of HDC's Leadership Development Initiative (LDI), and Race, Equity, and Inclusion (REI) Initiative.

Responsibilities:

- **Assist in driving and operationalizing HDC's member engagement strategy; including coordinating staff and Board time and efforts, implementing annual surveys, and managing data**
- **Help plan and execute special events in partnership with HDC staff (such as monthly learn at lunches, networking events, and education forums)**
- **Maintain member database, key metrics, and resources in partnership with Executive Administrator**
- **Assist with the implementation of HDC's Special Initiatives, including the Leadership Development Initiative, and our *Housing and...* series**
- **Facilitate facets of HDC's Race, Equity, and Inclusion (REI) Initiative including program management, community engagement and relationship building, data tracking, and volunteer management**
- **Assist in the planning and execution of HDC's Annual Celebration including sponsor outreach and annual sponsor package management**
- Coordinate support of HDC Affinity Groups, oversee workplans, and catalog identified training needs
- Support applicable committee and staff scheduling needs
- Represent HDC at relevant meetings and events throughout King County as assigned
- Other duties as assigned

Required Competencies:

- This position has a strong racial equity component that requires critical thinking through the lens of racism and intersections with poverty and access.
- Conversant in and comfortable with addressing race, equity, and inclusion issues in the affordable housing sector; an ability to work in an environment that honors and respects diversity
- Strong commitment to the issues of affordable housing in King County
- Ability to manage time effectively
- Strong communications skills, both verbal and written
- Ability to organize and facilitate meetings with a diverse set of participants and opinions
- BA or equivalent post-secondary education and/or equivalent relevant work experience
- A work history that includes strong program and project management
- Competency in Microsoft Office programs including, Outlook, Word, and Excel

Desired Competencies:

- Understanding of information management principles and the role of membership associations; experience with Salesforce a plus
- Experience with Microsoft SharePoint
- Experience with CRMs, Salsa Labs email marketing platform a plus
- Experience with web design or management, WordPress
- Adept at navigating new technology

HDC is an Equal Employment Opportunity employer. All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, or national origin.