



Program and Data Assistant, Resident Services

Reports to: Associate Director, Resident Services

Status: Full-time, non-exempt

About True Ground

True Ground Housing Partners was founded in 1989 by four families motivated to address affordable housing needs in Arlington, VA. Today, we have grown into one of the region's leading nonprofit affordable housing developers. Our rental communities provide affordable housing to more than 6,000 people in the Washington, DC Metro Region for neighbors earning between 30% and 80% of the Area Median Income (AMI). True Ground exists to provide quality affordable housing and resident-centered programming to help our residents make the most of their home.

Summary Description

The Resident Services Associate provides administrative, data entry, and program support to the Resident Services team, helping ensure the smooth day-to-day operation of resident programming, partnerships, communications, and data quality. This role manages recurring administrative tasks and program logistics – including communications platforms, program registrations, partnership tracking, and data entry – and supports the Senior Manager, Data, Evaluation and Strategy in maintaining accurate, reliable resident services data. This work allows team leadership to focus on program strategy, staff support, and partner engagement. The ideal candidate is organized and detail-oriented, dependable with recurring deadlines, and comfortable managing multiple ongoing tasks with minimal oversight.

Key Responsibilities

Program and Partnership Support & Coordination (30%)

- Assist with general program logistics and coordination across Resident Services initiatives
- Coordinate applications and program registrations for various programs throughout the year
- Maintain excellent files to serve as templates and resources for the entire resident services team to streamline program delivery and logistics
- Support tracking of partnership agreements (MOUs), including monitoring renewal dates and maintaining organized, up-to-date files
- Coordinate logistics for Resident Council meetings, including scheduling, materials preparation, refreshments and notes

- Assist with compiling supporting documentation and data for grant applications and reports, in coordination with the Philanthropy and Communications team

Data & Reporting Support (40%)

- Enter and maintain accurate resident services data across relevant databases, supporting the data quality and integrity priorities of the Senior Manager, Data, Evaluation and Strategy
- Assist with pulling data and compiling information for monthly, quarterly, and annual reports, dashboards, and grant reporting needs
- Support data collection processes for resident services programs, helping ensure timely and consistent input in line with established data governance standards
- Participate in training on new database systems or data collection tools as they are adopted, and help reinforce consistent use among Resident Services staff
- Flag data discrepancies or gaps to the Associate Director and Senior Manager, Data, Evaluation and Strategy as needed

Communications & Platform Management (20%)

- Maintain MailChimp and/or Rally Corp platforms; manage user access and provide training to staff as needed
- Draft the resident services newsletter for review and approval by the Associate Director
- Support general communications tasks for the Resident Services team as assigned including flyer creation

Administrative Support and Other (10%)

- Support scheduling and calendar coordination for the Vice President, Resident Services and the Associate Directors, including triaging staff questions
- Maintain organized, up-to-date documentation of recurring program processes to support continuity and cross-training
- Assist with general administrative tasks, including expense reports and arranging travel for the Vice President, Resident Services, as needed
- Other duties as assigned

Qualifications:

- High school diploma or equivalent required; associate or bachelor's degree a plus
- 1+ years of experience in administrative support, data entry, or customer service
- Strong organizational skills and attention to detail, with the ability to manage multiple recurring tasks and deadlines

- Comfort working with data entry and basic reporting tools; experience with databases or dashboards a plus
- Comfortable working independently and prioritizing competing requests
- Excellent written and oral communication skills
- Proficient with MS Excel, Word, and Outlook
- Experience with email marketing or communications platforms (e.g., MailChimp) a plus

Expected Hours of Work

This is a full-time, non-exempt position. Typical workdays are Monday through Friday, with a total of 40 hours worked a week between the hours of 9 a.m. and 6:30 p.m. This position is designated as 50% - 100% in person. It is expected that the person in this role will generally work in person 4 days per week, and remote, if desired, one day per week.

Working Conditions/Physical Requirements

This job operates in a professional office environment. On occasion this position may work off-site at events. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is frequently required to operate a computer and other office equipment, communicate information and ideas so others will understand, observe details at close range, and will occasionally move items weighing up to 30 pounds.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned, at any time with or without notice.

Salary and Benefits

The salary range for this position is \$53,768 - \$64,500 annually.

True Ground is committed to equitable and competitive compensation practices. Initial offers typically fall within the lower to middle portion of the salary range and are determined based on relevant experience and education. The full salary range reflects opportunities for salary growth over time.

True Ground has a competitive benefits package that includes medical, dental and

vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Benefits eligibility is dependent on the number of hours worked, and part-time employees may not have access to the full list of benefits. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

True Ground offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

True Ground is an E-Verify employer and will provide the federal government with Form I-9 information to confirm authorization to work in the US. True Ground will only use E-Verify once a job offer is accepted, following submission of the Form I-9.