**GENERAL SUMMARY**

MFA’s internship training and mentorship program is designed for students majoring in business, or finance who have a strong interest in learning about affordable housing and to provide participants with a meaningful, relevant work experience. In addition to daily responsibilities, participants may be provided special projects and assignments and will have the opportunity to participate in a series of structured activities designed to enhance their learning experience.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

* Gather and analyze data – *proficiency in Microsoft Excel preferred. Data is analyzed with pivot tables.*
* Draw valid conclusions and make recommendations
* Monitor program activities
* Research and if necessary correct data anomalies
* Attend internal and external meetings as directed
* Assist in various core system conversion tasks and testing as needed
* Support the development and revision of written departmental desktop procedures
* Prepare presentations as needed for internal and/or external meetings
* Rotation throughout asset management for exposure to various duties and responsibilities
* Perform other related duties of a similar nature and level as assigned.
* Assist with and train to perform compliance monitoring of affordable housing communities
* Assist with and train to perform ancillary tasks associated with long term compliance of affordable housing communities
* Employees are required to comply with safety regulations, procedures, and protocols
* Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
* Use (or learn to use) computer software and systems applicable to the position
* Follow oral and written instructions and procedures
* Adapt to changes in work situations and priorities

**MINIMUM QUALIFICATIONS**

**Education and Experience**

* Strong academic background as a Junior or Senior with an overall cumulative GPA of 3.0 or above.
* Self-motivated and analytical

**Conditions of Employment**

* N/A

**KNOWLEDGE, SKILLS, and ABILITIES**

* Familiarity with Section 8 or Low-Income Housing Tax Credit regulations, terminology or documents *preferred but not required*
* Relate to and interact with, a non-traditional and diverse customer and employee population
* Read, analyze, and interpret standards, policies, procedures, and regulations
* Effectively present information and respond to questions from customers, employees, and visitors
* Work with mathematical concepts
* Exercise good judgment and focus on detail
* Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, financial calculator, and telephone
* Use (or learn to use) computer software and systems applicable to the position
* Follow oral and written instructions and procedures
* Collect, organize, and interpret data and prepare accurate records
* Meet schedules and deadlines
* Communicate in English effectively orally and in writing
* Maintain well-organized materials, files, systems and tools
* Adapt to changes in work situations and priorities
* Establish and maintain constructive and cooperative interpersonal relationships with employees, peers, supervisors, or managers in the work unit and other departments, as well as with employees of outside entities and other individuals, as applicable to the essential duties and responsibilities

**Non-Negotiables**

* Provide high level of quality service to external as well as internal customers 100% of the time
* Promote a team environment 100% of the time
* Positive support of management decisions
* Dependable and productive
* Good communication and interpersonal skills
* Shows initiative and works independently
* Produces quality work products
* Exhibits adaptability and flexibility

**WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed in a standard office or indoor environment. Essential functions are regularly performed without exposure to adverse environmental conditions, however, employees may be exposed to minor inconveniences such as occasional noise, exposure to computer screens, crowded working conditions, and/or minor heating, cooling or ventilation problems.

Employees in the position may be exposed to rude/irate customers, or other individuals.

Work may be performed in the field performing physical inspections of buildings and units.

**PHYSICAL DEMANDS**

*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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Sedentary Work:** Performing the essential functions typically requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently. The work involves sitting most of the time.

The work typically involves talking, hearing, and seeing; keyboarding, typing, and use of a computer monitor; moving and organizing papers and other light office materials; filing and retrieving documents; and similar sedentary office work.

Performing the essential functions typically requires exerting up to 50 pounds of force occasionally, up to 25 pounds of force frequently, and/or up to 20 pounds of force constantly.

The work frequently involves walking, driving, stooping, kneeling, crouching, reaching, climbing, balancing, pushing, pulling, and lifting.

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*MFA is an Equal Opportunity Employer.*

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| --- | --- |
| **Employee’s Signature:** |  |
| **Date:** |  |
| **Supervisor’s Signature:** |  |
| **Supervisor’s Title:** |  |
| **Date:** |  |