



RESIDENT CONNECTIVITY INTERN

THE POSITION

Under the guidance and direction of the Director of Resident Services, the Resident Connectivity Intern is responsible for connecting residents of the Agency's Low-Income Public Housing Program and Housing Choice Voucher Program to affordable broadband and connectivity services, including the Federal Communications Commission's (FCC) Affordable Connectivity Program (ACP). The Resident Connectivity Intern will conduct outreach activities and provide in-person ACP application assistance to RHA residents.

The Resident Connectivity Intern is a paid position, with an **hourly pay rate of \$18.56**. This is a temporary, part-time, grant-funded position with funding anticipated through May 31, 2024. Temporary positions end when the funding for the program is exhausted.

WHO IS THE RENO HOUSING AUTHORITY?

We are the largest community provider of affordable housing in Washoe County, assisting over 9,000 individuals and families to have a safe, secure place to call home. Our mission is to develop and provide fair, sustainable, quality housing in diverse neighborhoods that offer a stable foundation for low-income families to pursue economic opportunities, become self-sufficient and improve their quality of life.

WHAT IS THE OPPORTUNITY?

The Reno Housing Authority (RHA) is seeking students who have a passion for public service and a desire to make a difference in their community for paid Resident Connectivity Intern positions. Resident Connectivity Intern's work on the program team that is bringing affordable broadband and connectivity services to families and households through the Federal Communications Commission's (FCC) Affordable Connectivity Program (ACP). This program helps ensure that families can afford and have access to the broadband they need for work, school, healthcare and more. RHA believes cost shouldn't be the barrier to getting online and having the opportunity to improve your quality of life!

WHAT DOES RHA PROVIDE?

As a Resident Connectivity Intern you have an opportunity to learn and gain experience in a public service agency, working together with individuals committed to improving the lives and opportunities of others in our community. You will take part in the design, implementation, and evaluation of a community service program that will positively impact families and households in our community.

RHA is committed to supporting students navigating their education and careers along with their personal lives, we understand it can be tough to balance everything! We work with selected candidates to provide school-work-life balance. We provide flexible work schedules that allow Resident Connectivity Interns to set and modify their work schedule as needed for school and life events.

The Resident Connectivity Intern is a paid position with a minimum weekly commitment of at least 10 hours. When school schedules allow, Resident Connectivity Interns have the option to work up to 20 hours a week.



Housing Authority of the City of Reno

WHAT IS NEEDED?

This opportunity is for actively enrolled students at all institutions of higher learning who are community minded, flexible, and able to speak with a culturally diverse audience. With a desire to be part of a community service team and able to commit at least 10 hours weekly. Please review the attached job description for additional details regarding what is needed.

INTERESTED?

Please visit our Career page at www.renoha.org for more information on the Reno Housing Authority, our employment application and instructions for submitting completed applications. Qualified individuals are encouraged to apply as early as possible as this recruitment may close at any time based on applications received.

The RHA is committed to ensuring a safe, productive and positive work environment through a Drug and Alcohol-Free Workplace. Selected candidates will need to complete a pre-employment drug screen and criminal background checks.

EQUAL OPPORTUNITY EMPLOYER

The Reno Housing Authority is committed to the principles of Equal Employment Opportunity (EEO) in accordance with applicable Federal and State law, and Executive Orders. Our policies prohibit unlawful discrimination based on race, color, creed, gender, religion, marital status, domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by Federal, State, or local laws.

CLOSE DATE: Open until filled.

This recruitment may close at any time based on applications received. Qualified applicants are encouraged to apply as soon as possible.



Housing Authority of the City of Reno

RESIDENT CONNECTIVITY INTERN

Department: Resident Services
 Reports to: Director of Resident Services
 Exempt/Grade: Non-Exempt / Grade 18
 Status: Grant Funded / Part-time

OVERVIEW

The Reno Housing Authority is the largest community provider of affordable housing in Washoe County, helping over 9,000 individuals and families have a safe, secure place to call home. Our mission is to develop and provide fair, sustainable, quality housing in diverse neighborhoods that offer a stable foundation for low-income families to pursue economic opportunities, become self-sufficient and improve their quality of life.

The Resident Connectivity Intern is assigned to the Resident Services Department. Under the guidance and direction of the Director of Resident Services, the Resident Connectivity Intern is responsible for connecting residents of the Agency's Low-Income Public Housing Program and Housing Choice Voucher Program to affordable broadband and connectivity services, including the Federal Communications Commission's (FCC) Affordable Connectivity Program (ACP). The Resident Connectivity Intern will conduct outreach activities and provide in-person ACP application assistance to RHA residents.

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<p><u>EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES</u></p> <ul style="list-style-type: none"> • Educate and connect households of the Reno Housing Authority's (RHA) Low-Income Public Housing Program and Housing Choice Voucher Program with the Federal Communications Commission's Affordable Connectivity Program (ACP). • Conduct ACP outreach activities at various RHA LIPH complexes. • Conduct ACP outreach activities to Housing Choice Voucher (HCV) recipients. • Speak on ACP benefits and processes to community groups. • Book and conduct appointments with individual households to provide ACP application assistance. • Draft, edit, or contribute communications, talking points, presentations, or other materials related to the ACP. • Collect and track data regarding outreach and successful ACP applications. • Assist with reporting on ACP outreach outcomes. • Participate in after-hours resident meetings and activities as needed. • Perform related work as required. 	<p><u>MINIMUM QUALIFICATIONS</u></p> <ul style="list-style-type: none"> • At the time of appointment, actively enrolled as a student in an institution of higher learning, in an undergraduate or graduate program is preferred. • While not required the ability to speak Spanish is preferred. <p><u>WORK ENVIRONMENT & PHYSICAL DEMANDS</u></p> <ul style="list-style-type: none"> • Mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. • Work in an office setting, frequently operate standard office equipment including computers, printers, telephones, copiers, and calculators. • Stamina to sit for extended periods of time; vision to read printed materials; hearing and speech to communicate in person or over the telephone; ability to lift and/or carry up to 25 lb. • Requires ability to travel to different sites and locations, which requires a valid Nevada driver's license in good standing.
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Position descriptions are intended to present a descriptive list of the range of duties performed by the title and is not all-inclusive. May be expected to perform job-related duties other than those listed.

Established: 05/23



Housing Authority of the City of Reno

KNOWLEDGE, SKILLS & ABILITIES

- General knowledge of office administrative procedures, systems, and equipment.
- Knowledge of research methods and data collection techniques including statistical methods, report writing techniques, and intermediate to advanced skill in Microsoft Office Suite.
- Ability to operate office equipment such as copiers, personal computers, facsimile machines, printers, and other equipment.
- Ability to organize work, set priorities, meet deadlines, and follow up on assignments.
- Ability to communicate tactfully and effectively in both written and verbal form.
- Ability to maintain effective, professional working relationships with staff, co-workers, clients, other agencies, and the public.
- Ability to engage, interact and assist culturally diverse groups and individuals.

ADDITIONAL REQUIREMENTS

- Valid Nevada Driver's License at time of appointment with an acceptable driving record throughout employment is required.
- Provide a copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles at time of offer.
- Provide proof of enrollment as a student in an institution of higher learning.