NECESSARY COMPETENCIES AND SKILLS

NACA requires competence in these skill areas:

- **Communication:** Communicate effectively both orally and in writing in order to work successfully with Members, NACA staff, community leaders, vendors etc. Must be able to educate others outside of the organization about NACA’s services and advocacy. Needs to be open to sharing information with others inside the organization in order to advance NACA’s homeownership programs and general mission. In sharing information and using information technology he/she should be extremely cautious and follow NACA’s well established procedures in dealing with both NACA and Member’s confidential information.

- **Professional Skills:** Work consistently in an organized manner handling both the details of the work personally assigned to him/her while at the same time understanding where it fits within the team and the organization at large. Ability to work under pressure in a dynamically changing, fast-paced organization. Able to prioritize short-term from long-term tasks while moving both forward. Able to work on multiple tasks at the same time keeping track of sensitive deadlines. He/she needs to be self-critical and individually seek assistance for improvement in skill areas in need of further development. Has the ability to identify problems, bring such problems to the attention of others in the organization together with suggested solutions.

- **Work Ethic:** Must be dependable and able to work effectively individually and within a team with only general supervision. Take direction as presented by management, adjust to changes on short notice, and work diligently to achieve stated goals. Take responsibility for own actions/work product but also be amenable to perform all job duties as assigned and to help others within the work team or NACA as needed. Be able to work flexible hours as dictated by work volume and other requirements. Always be ready to resolve conflicts constructively, directly and personally.

- **Leadership:** Creates a positive work environment while remaining alert to potential risks, identifying concerns and violations. S/he will take action to report these to management with the understanding that they affect the organization and require reporting. Such actions should be kept objective and cannot be considered as a personal attack to others in the organization. Must lead and influence others by example by demonstrating a practical attitude of solving problems and achieving goals even when challenged by obstacles.

- **Time Management:** Must arrive at work on or before the scheduled hour and use his/her time effectively. This includes only engaging in work activities, meet productivity requirements, not avoid tasks, and complete assigned duties within specified time limits and accurately.

- **Management:** Strong supervisory and organizational skills to adhere to NACA’s performance requirements, operations and policies & procedures.

- **Customer Service:** Interact and serve NACA’s members with the highest level of respect and quality providing effective solutions and explanations for them.

- **Computer Skills:** Strong computer skills with ability to be fast and accurate at inputting data, and work with NACA’s paperless mortgage qualification, processing and underwriting software.

- **Mission Driven Advocacy:** Support and enthusiastically engage in NACA’s mission of community advocacy, neighborhood stabilization and fighting for economic justice. Since NACA’s mission is greater than staff’s individual interest, such participation in these campaigns and actions, as required by management, may result in a reduction of time available for direct production, thus possibly affecting compensation. He/she must also support and defend the organization’s philosophy, tactics and impact with those critical of or opposed to NACA.