



FOUR DIRECTIONS
DEVELOPMENT CORPORATION

Job Description

Position Title:	Development Services Administrator
Reports To:	Financial Capabilities Program Officer
Supervises:	N/A
Oversees:	N/A
FLSA Status:	Non-Exempt
Last Revised/Approved:	June 2026

POSITION SUMMARY:

Four Directions Development Corporation's development services programs assist clients in becoming successful in their financial journey. These services include technical assistance through structured training in financial counseling and business advising. The Development Services Administrator assists in the development, coordination, and implementation of all financial counseling and educational programs, events, and workshops for Maine's tribal communities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assists in one-on-one housing, financial, and business counseling services to tribal citizens, including the following:
 - Conducting new client intakes.
 - Tracking client cases and maintaining full and accurate case files for all reporting purposes, in both paper and electronic formats.
 - Following up with clients as needed.
2. Assists in the coordination and execution of Wabanaki CA\$H Volunteer Income Tax Assistance (VITA) Program, including tax preparation, intake and education.
3. Provides outreach in tribal communities to promote development services programming.
4. Maintains data for counseling sessions and educational programs, events, and workshops; follows up as needed.
5. Adheres to all organizational, local, state, and federal policies and regulations, as outlined in grant requirements.
6. Assists with a variety of general office tasks, including scheduling, creating written materials, answering phones, filing, etc.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Performs other duties as assigned.
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GENERAL EXPECTATIONS:

1. Maintain and promote the highest level of understanding of the organization's Mission, Vision and Goals.

2. Maintain confidentiality; protect the organization by keeping information concerning employees, those we serve, and the organization itself confidential.
 3. Follow all safety policies and procedures with a "safety first" approach to all job duties.
 4. Exhibit a positive, professional and collaborative attitude with others inside and outside the organization.
 5. Exhibit teamwork through effective internal communication and working relationships.
 6. Be punctual for scheduled work and use time appropriately.
 7. Perform required amount of work in a timely fashion with minimum errors.
 8. Possess and exhibit the highest standards of professionalism and personal integrity.
 9. Represent the organization in the community as appropriate to the role.
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PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform 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 general office environment. Light lifting (up to 25 pounds) required. Full range of physical mobility including driving, walking, sitting, standing, stooping, carrying, reaching and manual dexterity is required.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent 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 primarily in a business office setting where the noise level is generally quiet. Position requires some automobile travel, and occasional out-of-state travel. Ability to multi-task is desired. Ability to consistently meet deadlines, sometimes under pressures, is required.

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least two years of experience in similar position preferred.
- Sensitivity to low-income clients and a strong desire to work in Native American communities is essential. Native American ancestry preferred. Prior experience working with Native American tribes preferred.
- Strong computer proficiency required, including skills with Microsoft Office applications and online research, required; experience using Client Relationship Management programs preferred.
- Ability to operate a variety of office equipment including photocopier, fax, multi-line telephone system and calculator required.
- Strong communications skills, verbal and written required (all written communication must be spelled-checked and grammatically correct before distribution).
- Self-direction, organization, motivation and attention to detail are required.
- Ability and willingness to research and create new partnerships in the community to assist with financial resources.

- Ability to work both independently and as part of the team.
- Organization and time management skills and abilities, with the ability to prioritize multiple responsibilities and deadlines.

Education Requirements: The following education requirements are considered essential:

- High school diploma or an equivalent combination of experience and education required.
- Knowledge of personal finance management, lending practices and procedures, and general housing laws preferred.
- Knowledge of general financial resources in the area.
- Knowledge of Native American culture preferred.
- Current valid Maine driver's license, safe driving record and reliable transportation are required.

** All requirements and skills are considered to be essential, unless otherwise indicated. **