

# Operations Associate

TDA Consulting, Inc. ([www.tdainc.org](http://www.tdainc.org)) – a national consulting firm that provides professional services, develops training curricula, and delivers workshops related to affordable housing and community development programs and activities as well as organizational, professional, and board development services – is seeking an Operations Associate. The Associate will gain hands-on experience working with clients on an array of housing and community development issues. S/he will assist with substantive and administrative support tasks associated with the delivery and coordination of training and consulting services.

The Associate will assist TDA's support services department in the following ways:

- Gather and organize information through research, surveys, interviews, and/or other methods related to the company's consulting activities and reporting responsibilities
- Provide remote and onsite assistance to staff related to the delivery of training and consulting services
- Arrange logistics for training and consulting activities, including site procurement, audio-visual needs, catering, signage, special needs requirements, printing, and shipping
- Manage registration for training events
- Field customers' complaints and answer customers' questions
- Enter compiled information into databases and produce reports on the company's training and consulting services participants, activities, and outcomes
- Prepare and/or review materials for events to ensure they are accurate, acceptably reproduced, and shipped to arrive at event locations on time
- Assist with the coordination and development of business development proposals and funding applications
- Populate electronic recordkeeping files with required documentation, including approved work plans, task orders, periodic reports, and work products
- Assist in developing and maintaining the company's marketing materials including information on the company's website and social media
- Provide support to HUD and clients in carrying out technical assistance activities
- Offer general administrative support to management and consulting staff

The ideal candidate will have:

- An ability to work effectively on a team
- The capability to manage multiple priorities simultaneously
- Excellent written and oral communication skills
- Demonstrated customer service experience working in a fast-paced environment
- Familiarity working with video conferencing and webinar software
- Knowledge of event management and online event registration systems
- Attention to detail and skill to facilitate meetings with small and large groups
- A working knowledge of Microsoft Office applications
- Bachelor's degree in business, city planning, communications, or related field

TDA, Inc. offers a competitive salary and benefits package.

TDA is an Equal Opportunity Employer.

Interested candidates should email a cover letter and resume to [HR@tdainc.org](mailto:HR@tdainc.org).

