

ANA LIZETH VARGAS

PROGRAM ADMINISTRATOR

PO BOX 3551 Ketchum, ID, 83340

T (208)309-0818 E Analizvargas@icloud.com

EDUCATION

COLLEGE OF SOUTHERN

IDAHO - Associate's degree in Health Science, currently hold a 4.0GPA, working towards a bachelor's degree.

IDAHO DEPARTMENT OF

LABOR - NHA, credentialed in 2018: current credentials are valid through 2025.

WOOD RIVER HIGH SCHOOL

HIGH SCHOOL - DIPLOMA, graduated with honors in 2017

SKILLS

- **Bilingual** (Spanish & English)

Certified Medical Interpreter

- **Computer proficiency**

Epic, Word, and Chrome

- **Communication**

Strong verbal and nonverbal skills.

EXPERIENCE

08/19/2024- Current, PROGRAM ADMINISTRATOR, BLAINE COUNTY HOUSING AUTHORITY.

I continue to work with community members interested in learning more about the BCHA program. I am the front facing member of the organization at the Hailey office. I assist with the application process, directing applicants to other resources in our community, manage database(s), work on marketing and showings of units, while also collaborating with the rest of the team and assisting other staff members when available. My responsibility in this role continue to expand as I transition from a part-time to full-time.

12/01/2023- 08/16/2024, APPLICATION ASSISTANT (PT), BLAINE COUNTY HOUSING AUTHORITY.

I engaged closely with community members interested in learning more about the BCHA program. I assist with the application process, while also collaborating with my team to support interpretation needs and address any additional needs the program may require.

12/06/2021- 08/16/2024, CLINICAL STAFF & OPERATIONS LEAD, KETCHUM FAMILY MEDICINE

I worked with a local doctor in a private practice. My job duties consist of initiating in person visits, phlebotomy care, and over the phone patient care. During this time, I have also been trained in a management role helping the provider with medical billing, coding, taking care of incoming and outgoing invoices, and supply ordering/budgeting for the office.

01/1/2018 – 12/3/2021, CLINICAL STAFF, ST. LUKES FAMILY MEDICINE I

I worked alongside multiple doctors by initiating consults for them. My job duties consist of obtaining vitals, starting notes, and setting and assisting during procedures. My focus was pediatric, obstetric and wellness care. Throughout my career at St. Lukes, I was trained on prior authorizations, immunization administration, blood draws and over the phone patient care.

06/01/2017– 12/16/2017, CUSTOMER SERVICE REPRESENTATIVE / TELLER, WASHINGTON FEDERAL BANK

I was responsible for providing courteous and efficient service to branch clients by opening and closing new accounts; processing checking and savings transactions; answering questions, in person and on the phone; processing loan payments; and cross selling bank services.

09/1/2015– 09/01/2016, CERTIFIED NURSING ASSISTANT, SAFE HEAVEN

HEALTHCARE I help patients by supporting personal hygiene and daily living needs, providing comfort, transportation, and vital sign monitoring.

09/2013- 06/2017, Planned Parenthood Teen Council Throughout my four years of high school, I was a part of a council known as "Blaine County Teen Council." This program was ran through Planned Parenthood. Through the Teen Council program, I was trained as a Peer Educator to talk to fellow students and friends about accurate reproductive and sexual health information. I was one of the lobbyists for the state of Idaho through this program.



Job Title: Program Administrator
FLSA Status: Full Time (40 hrs/wk) FLSA STATUS: Exempt

The Program Administrator (PA), acting on behalf of the Blaine County Housing Authority (BCHA) is a City of Ketchum employee. The PA manages programs under the Authority's jurisdiction, specifically assisting and screening applicants for program eligibility, lease-up and sales, and ongoing compliance.

PRIMARY JOB RESPONSIBILITIES

Housing Application Assistance and Database Management

- Review community housing applications; following up with the applicants on items which need further documentation
- Meet one-on-one with households to assist in the application process and respond to questions
- Manage database(s) and files for efficient retrieval of information on applicants and program participants
- Manage marketing and showings of units, assist approved buyers as they work with lenders, title companies, transfer of property
- Provide housing counseling services
- Track rental listings
- Track and recommend policy updates and areas that need clarity
- Support Homelessness Program Administrator, as needed and when able
- Manage compliance efforts by monitoring housing occupancy and compliance with deed restrictions annually and as needed. Assist Deputy Director in enforcing compliance through drafting letters of non-compliance and gathering information

Office Administration

- Support Operations Manager with their efforts, including but not limited to scheduling meetings, event setup, community outreach, and implementing new programs
- Manage and organize hardcopy and online files
- Attend and participate in meetings, take minutes/notes, record, maintain and distribute notes
- Provide input on and implement recommendations to improve program efficiencies and new services
- Develop and maintain process documents

REQUIRED SKILLS



- Bilingual Spanish and English, comfortable professionally communicating verbally and in writing in both languages
- Six years of experience in at least one of the following fields (four years of education can be substituted for experience): accounting, real estate, data management, customer service, public administration, or related fields. Experience in affordable housing, tenant screening, and compliance is a plus.
- Demonstrated ability to show empathy for clients and to maintain confidentiality
- Work productively independently and as part of a team, both with staff and volunteers
- Proficient in Microsoft Word, Outlook, Excel. Experience with customer relationship management systems (such as Salesforce) a plus
- Ability to multitask and prioritize projects in a fast-paced environment
- Possess a high level of self-motivation and initiative
- Able to work occasional evenings and weekend