



Position Title:	Program Assistant
Supervisory Responsibilities:	None
Budget Responsibilities:	None
Reports To:	Program Manager
FLSA Classification:	Non-Exempt

POSITION SUMMARY:

The Program Assistant will be the first point of contact for clients entering the Center, and will assist with directing the flow on incoming and outgoing clients. They will also assist with administrative tasks, such as maintaining forms and files, relaying messages to staff and clients, coordinating the maintenance and upkeep of the facility, and inputting survey data into our database.

PRIMARY RESPONSIBILITIES:

1. Assists supervisor with administrative tasks and special projects.
2. Provides administrative support for front desk reception, client appointments, answering/directing incoming calls/messages and voicemails.
3. Prepares, edits, and maintains various documents as needed or assigned.
4. Receives and reviews data reports and forwards to corresponding personnel.
5. Copies, scans, and faxes needed documents.
6. Orders transportation tokens, office supplies, client incentives and program supplies.
7. Completes all purchasing paperwork and ensures it is comprehensive and accurate.
8. Receives deliveries and packages.
9. Assists with organizing staff meetings, special events/activities.
10. Manages inventory of program equipment, as needed.
11. Attends and actively participates in required trainings, meetings, and presentations.
12. Supports Identity's mission and values. Continually looks for ways to improve the organization and works in alignment with Identity's strategic goals. Brings best self to the workplace and shares ideas and suggestions.

SECONDARY RESPONSIBILITIES:

1. Serves as back up staff when needed.
2. Assists with organizing staff meetings, rooms, vehicles, special events, and activities, including ordering food as needed.
3. Provides clients with information about organization and directs them to services.

4. Assists youth working on special programs and events (e.g., needs assessments); tracks hours worked, and assigns projects.
5. Delivers monthly reports and runs errands when needed.
6. May supervise interns or volunteers.
7. Participates in organization's advocacy activities.
8. Performs other duties as assigned, required, or needed.

EDUCATION AND EXPERIENCE:

- High School diploma or GED required. Associates or bachelor's degree preferred.
- One year of office administrative experience, preferred.
- Must be able to pass federal criminal background check and a Child Protective Services background check.

SKILLS AND ABILITIES:

- Bilingual English/Spanish required.
- Proficiency in Microsoft Office (i.e., Word, Excel, and PowerPoint) required.
- Excellent oral and written communication skills.
- Maintains composure, patience, self-confidence, and demonstrates sound judgment.
- Works collaboratively with diverse clients and staff.
- Prioritizes and organizes multiple projects to meet deadlines. Able to effectively and efficiently use resources demonstrating flexibility and responsibility.
- Strong interpersonal skills with ability to work collaboratively and build rapport with others while upholding strong client orientation.
- Practices with a strong code of ethics and integrity, and fulfills obligations.
- Works reliably in high-pressure situations, and can defuse situations with minimal disruption and promptly and calmly responds to urgent situations.

WORK ENVIRONMENT:

- Requires travel between sites. Valid driver's license is required.
- Open work area; easily interrupted with external noise; and controlled air temperature.
- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- Keyboard use of greater or equal to 70% of the workday.
- The ability to lift and move up to 10lbs.