



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

### **Job Description**

|                           |                             |
|---------------------------|-----------------------------|
| <i>Job Title:</i>         | Program Assistant           |
| <i>Department:</i>        | Family & Community Services |
| <i>Position Status:</i>   | Non-Exempt; Full time       |
| <i>Expected Pay Rate:</i> | \$16.50 per hour            |
| <i>Supervised by:</i>     | Program Manager             |

#### *General Statement of Duties:*

The Program Assistant is responsible for handling administrative duties in the Family and Community Services Department, including answering phones, handling program inquiries, performing intakes, and entering data in the computer systems.

#### *Specific Duties or Typical Work Activities:*

- Assists clients with phone calls to Coordinated Entry, Department of Social Services, other calls as necessary
- Screens incoming clients for internal programs, including screenings and eligibility assessments for 1115 waiver activities
- Schedule appointments
- Keep updated records and files
- Collect and organize documentation from clientele
- Organize, enter, and compile data for monthly reports
- Provides administrative and clerical support including mailing, scanning, faxing, and copying
- Enters information into applicable software and/or database systems
- Provides coverage at the front desk, when necessary
- Assist in the food pantry, including collecting donations
- Other related duties, as assigned

#### *Required Knowledge and Skills:*

- Strong written and verbal communication skills including, but not limited to good interpersonal skills, ability to adjust communication style based on audience, effective use of electronic communication, and ability to respond to inquiries via telephone
- Organizational skills, ability to multitask and experience with office equipment.
- Familiarity with Microsoft Word, Excel and Outlook, Internet and web-based software applications is required; proficiency is preferred
- Ability to maintain confidentiality and demonstrate good boundaries
- Ability to operate standard office equipment including computer, printer, scanner, copier and fax machine
- Able to work efficiently and accurately, both independently and as part of a team
- Able to demonstrate compassion and understanding with individuals at different stages of emergencies

#### *Qualifications:*

- Minimum High School diploma or GED Equivalent with relevant work experience required
- Office management experience is preferred

#### *Additional Expectations:*

- Working hours are 8:30am to 4:30pm, Monday through Friday
- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must comply with all Agency policies and procedures, using the Program Policy and Procedure Manual as a reference.
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or service(s) provided.

- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, agency operations, or personnel of the agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or service(s) provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee