



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

<i>Job Title:</i>	Program Assistant
<i>Department:</i>	Family and Community Services
<i>Position Status:</i>	Full Time, Non-Exempt
<i>Expected Pay Rate:</i>	\$16.00 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, data entry, handling program inquiries, and performing intakes.

Specific Duties or Typical Work Activities:

- Assist with initial intake process
- Assist clients with making phone calls to community-based service providers including, but not limited to Coordinated Entry, Department of Social Services, and property owners
- Schedule client appointments with Emergency Assistance staff
- Maintain current & accurate records and files
- Collect and organize documentation from clients
- Assist with entering and compiling data for monthly reports
- Provide administrative and clerical support including mailings, scanning, faxing, and copying
- Enter information into applicable software and/or database system(s)
- Provide coverage for the Front Desk Receptionist, as needed
- Assist in the food pantry, as needed
- Other related duties as assigned

Required Knowledge and Skills:

- Strong written and verbal communication skills including, but not limited to good interpersonal skills and the ability to adjust communication style based on audience; effective use of electronic communication; and ability to respond to inquiries via telephone
- Ability to operate standard office equipment including computer, printer, scanner, copier, and fax machine
- Strong organizational skills and the ability to multitask
- Familiarity with Microsoft Word, Excel, and Outlook, as well as the internet and web-based software applications is required; proficiency and experience with electronic health record is preferred
- Ability to maintain confidentiality and demonstrate good boundaries
- 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, including individuals living without housing or who are in recovery

Qualifications:

- High School Diploma or equivalent required
- Relevant work experience required; office management experience is preferred
- Experience working with diverse population preferred

Additional Expectations:

- Must work Monday-Friday, 8:30 a.m.- 4:30 p.m.
- Must comply with all Agency and program policies and procedures
- 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