

Job Title: Program Assistant

Reports to: Director of Program Operations

Department: Children & Family Services (CFS)

FLSA Classification: Non-Exempt

EEO Category: 5

Pay Rate: Hourly

Org Band: Frontline

SEIU Eligible: No

Job Summary: Under general supervision of the Director of Program Operations, the Program Assistant is a member of the agency’s support team, performing a wide variety of routine to moderately difficult clerical and administrative functions that support the operations of the Children and Family Services (CFS) department to generate efficiencies and excellence. The role ensures a warm and professional environment for staff and community, with responsibilities from greeting visitors in person and by telephone, data entry and records management duties, to supply distribution at sites and creating documents and reports.

The Program Assistant helps to support the agency’s whole family approach by supporting event logistics, connecting resources from across programs to CFS staff, maintaining relevant agency materials at sites, facilitating updates to collateral as needed.

Primary Responsibilities

- Assists clients and others in person and/or by telephone as an agency representative ensuring a warm and professional presentation;
- Responds to questions and concerns in a professional manner, escalating as needed.
- Support for program mailings and other information dissemination. General upkeep of the central mailroom.
- Provides general assistance with monthly In-Service trainings including communications and materials distribution.
- Supports CFS and agency events with families and community.
- Regular inventory, stocking, and organization of program supplies, agency collateral, and materials.
- Creates and maintains databases of records, lists and projects; data entry support as needed.
- Copy, laminate, and distribute materials from the program and agency as needed to Children and Family Services school sites; ensure that materials are up-to-date.
- Assist in the development and coordination of staff appreciation events. Provides oral and written translation as needed.

- Types, formats, edits, revises, proofreads and prints notices, reports, correspondence, memoranda, transmittal sheets, and other documents;
- Types from rough notes, drafts and brief oral instructions;
- Edits and revises materials;
- Revises and updates routine to moderately difficult forms, handbooks, charts, and graphs;
- Provides administrative and general office support services for directors, managers, and staff; coordinates as needed with the Office & Operations Manager to ensure efficiencies and shared knowledge of staff needs and requirements.
- Completes clerical projects as requested including copying and collating packets; operates a variety of standard office equipment.
- Schedules meetings and makes meeting arrangements;
- Prepares and distributes agendas and minutes;
- Maintains a variety of standard office and specialized records and files;
- Summarizes information and prepares routine reports;
- Picks up and distributes incoming mail;
- Opens, logs and routes incoming office mail and sorts and prepares outgoing mail; also mails requested materials and documents;
- Answers, screens and refers telephone calls, takes telephone messages;
- Copies, compiles and distributes documents and materials;
- Sorts, duplicates, and files a wide variety of records and documents;
- Monitors and maintains inventories of standard office supplies and materials;
- Performs miscellaneous clerical and administrative tasks;
- Troubleshoots and performs minor maintenance on duplicating equipment and other office machines;
- Submits workorders for office equipment supplies, repairs and services;
- Operates agency vehicle to deliver supplies and materials to Children and Family Services school sites
- All other duties as assigned.

Qualifications

Knowledge of:

- Office administration practices and procedures;
- Advanced understanding of office applications including MS Office (Word, Excel, PowerPoint, Outlook, SharePoint, and Teams)
- Correct English and Spanish usage, including spelling, grammar and punctuation;
- Recordkeeping and filing practices and procedures;
- Word processing, spreadsheet and other standard business software;
- Records management practices and procedures;

Ability to:

- Operate standard office equipment;
- Type accurately at a speed necessary to meet the requirements of the position efficiently;
- Organize, set priorities and exercise sound independent judgment within areas of responsibility;
- Organize and maintain office and specialized files;
- Communicate clearly and effectively orally and in writing;

- Understand and follow written and oral instructions;
- Prepare clear, accurate and concise records and reports;
- Use tact, discretion and courtesy in dealing with officials, the public and others encountered in the course of the work;
- Some positions require the ability to perform high-volume data entry accurately and at a speed to meet established production standards.

Training & Experience:

- Two years of higher education experience and three (3) years' of broad administrative experience or an equivalent combination of training and experience necessary to succeed in this position; type at a minimum of 40 words per minutes.

SPECIAL REQUIREMENTS, LICENSES & CERTIFICATES:

- Must have a valid California driver's license and clean driving record.
- Intermediate proficiency in Microsoft Suite
- Bi-lingual English and Spanish Required– verbal and written
- Excellent customer service skills
- Excellent organization skills.
- Ability to work in a fast-paced team environment

Physical Requirements

- Bend: flexion of the upper trunk forward while standing and knees extended, or knees flexed when sitting
- Lift: exertion of physical strength to move objects 10-25lbs from one level to another
- Carry: hold or rest weighted objects 10-25lbs directly on hands, arms, shoulders or back while moving from one location to another
- Climb: ascend/descend with gradual or continuous progress, using both hands and feet
- Push: exertion of force on or against an object (weight/size) to move it from one location to another.
- Feel: perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin

Acknowledgements

Community Action Marin is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: We are committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at our agency are based on business needs, job requirements, merit, alignment with agency core competencies, and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Community Action Marin will not tolerate discrimination or harassment based on any of these characteristics.

By signing below, I acknowledge that I have received a copy of this job description. I further acknowledge that I can perform the essential duties and responsibilities of the position with or without reasonable accommodations.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

SIGNATURE: _____

DATE: _____