



PROGRAM ASSISTANT

Our agency strives to embody the concept of trauma-informed, resilience-oriented services, both internally and externally with our clients, customers and community partners

POSITION PURPOSE (DEFINITION)

Under general supervision, provides administrative and clerical support and services by implementing administrative systems; ensuring procedures and policies are followed; monitoring administrative projects, maintaining client and staff confidentiality; and providing high quality customer service.

Essential Functions

All general administrative and clerical duties and specific duties related to site and workgroup assignment including:

- Greets community members and clients who come to agency buildings; receives and screens incoming phone calls, faxes, and e-mails. Provides a quick assessment of individual's needs and assists in reaching the appropriate agency staff member or resource by accurately responding to questions regarding services offered by Changing Tides Family Services
- Provides excellent customer service to individuals of diverse cultural backgrounds and needs. Responds sensitively to members of the public, including those who may be distressed; or non-English speaking, or have intellectual disabilities. Communicates in a professional manner with staff, management, clients, and vendors
- Surveys, reports and maintains lobby and building appearance, cleanliness, and functioning. Acts as the first point of contact for all building issues and acts to resolve or direct them as needed
- Performs general clerical duties to include but not limited to: photocopying, faxing, mail distribution and filing. Uses appropriate software, including Microsoft Office, to complete related duties, including entering and extracting data; creating and modifying documents; managing emails and scheduling
- Creates written materials including reports, correspondence, invoices; forms, and other documents. Proofreads and checks typed materials for accuracy, completeness, and compliance with standard procedures for grammar, punctuation, and spelling. Maintains inventory of agency equipment and supplies, including tracking assigned equipment and sign out sheets; checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; receiving and verifying receipt of supplies as per agency policies and procedures
- Assists program staff with organizing workshops, classes, and/or materials including support with flyers, publicity, and registration

Kerry Venegas, Executive Director | Caitlin Scown, Deputy Director

Child Care Services/Subsidies/Referrals | Special Needs Services | Mental Health Services | Parent Supports

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PROGRAM ASSISTANT (Cont.)

- Provides coverage for other administrative positions and sites as needed, as well as acts as support for the Administrative Assistant as assigned
- Exercises initiative and sound judgment
- Effectively prioritizes work tasks and communicates with supervisor regarding progress
- Must be able to remain productive and efficient despite constant interruptions and multiple urgent tasks
- Communicates to supervisor any suspicious activity such as child or elder abuse, fraud, etc.
- Complies with Changing Tides Family Services Personnel Policies and Procedures and other formal Changing Tides Family Services guidelines and policies.
- Maintains confidentiality of personal health information pertaining to clients of Changing Tides Family Services; confidentiality of employee information, confidentiality of income or eligibility information related to parents or child care providers, and other confidential information

QUALIFICATIONS

Desirable Education and Experience

Two years' experience working in a fast paced office environment which included: phone work, greeting responsibilities, use of correct English both verbally and in writing, standard business arithmetic including percentages and decimals, confidentiality, and operating standard office equipment including multi-line telephone system, personal computer, copier, facsimile equipment, shredder, and calculator/adding machines. AA degree desirable.

Other Requirements:

- Ability to sit for extended periods of time and use a computer while answering telephones
- Must be able to pass a criminal history fingerprint clearance at the DOJ and FBI level
- Possession of a valid California driver's license, current automobile insurance, a vehicle for work and a driving record consistent with agency insurance carrier requirements
- May require the transport of electronic equipment to be used at work sites throughout Humboldt County; would require the lifting of individual electronic components (up to 35 lbs.) in the process of setting up remote work sites.

07/16/16