

# Program Assistant

## Job Description:

Program Assistant duties and responsibilities include providing administrative and program support to ensure efficient operation of the office. They must have a familiarity with a variety of administrative concepts, practices and procedures. They must have the ability to effectively communicate via telephone and email to ensure that all duties are completed accurately and delivered with high quality and in a timely manner is critical. They are also responsible for providing a wide variety of clerical and administrative duties as assigned. This includes, but is not limited to, front desk management, fleet vehicle maintenance, USPS mail management, data entry and other duties as assigned. In addition, the incumbent will attend and support staff with community engagement events, staff development events, special programs and other initiatives as directed by their supervisor.

## Qualifications Required

- High School Diploma or GED Certificate and 3 years of experience in an administrative position.
- Valid driver's license, copy of driving record and proof of valid auto insurance
- Police clearance and Child Abuse Registry clearance
- Preferred resident of E/BFSC serving area
- Health certification and TB screen

## Skills and Competencies Required

- Ability to follow confidentiality protocols;
- Effective verbal and written communication skills;
- Effective interpersonal skills;
- Demonstrated ability to handle multiple tasks and prioritize workload;
- Clean driving record;
- Personal computer proficiency (Microsoft Word and Excel required);
- Demonstrated cultural competence and responsiveness.

Job Type: Full-time

Pay: \$40,000.00 - \$44,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental Insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

## Specific Duties and Responsibilities

### **Administrative and Facilities**

- Provide front desk coverage, at all times, Monday – Friday during the assigned tour of duty
  - Support and monitor COVID cleanings as scheduled
  - Maintain the reception area in an orderly fashion;
  - Greet and assist visitors with directions to the office;
  - Answer and direct telephone calls and check E/BFSC general voicemail;
  - Monitor the kitchen supplies and all copiers, on a daily basis, restocking these areas each morning, or as needed;
- Monitor inter-office mailboxes and deliver inter-office mail, as needed, process all outgoing USPS mail and certified mail requests at the nearest post office, as needed. Twice a week and when necessary, gather USPS mail from the agency mailboxes located in the 601 & 611 rental office buildings. While gathering the mail, check with both rental offices for any mail which may have been delivered in error to their office, process all incoming /outgoing mail according to E/BFSC procedures/guidelines;
- Maintain Pitney Bowes postage machine to include replenishing the postage and changing the ink cartridge and dump tank, as needed, ordering the postage supplies, and maintaining postage log;
- Complete monthly meter readings on designated printers;
- Monitor and update supervisor regarding facilities/upkeep/maintenance issues at the satellite locations;
- Maintain conference room calendar/schedule;
  - Maintain contact lists of outside vendors and property management;

- Monitor and maintain the company vehicles maintenance schedule to include taking vehicles in for services as needed, cleaning of vehicles as needed, monitoring the inspection stickers and taking both vehicles through inspection as needed , monitor the registration stickers and complete the renewal process as needed and monitor insurance cards advising supervisor when renewal is required, monitor the vehicle logs to track fuel levels, etc., according to EBFSC procedures/guidelines, and perform other task for the vehicles as assigned;
- Monitor DC DMV online ticket system, on a weekly basis, for any traffic infractions on all vehicles, advise supervisor when infractions are found, and provide the necessary backup to identify the driver, on the date of the traffic infraction, found on the website;
- Assist in the preparation quarterly Language Report;
- Maintain a filing system for accounting paperwork, supply orders, refueling receipts, etc.;
- Maintain a supply list for all supply closets at each location, monitor and check supply levels and expedite supply orders, when necessary for all locations, prepare supply invoices for submission to accounting, monitor and maintain supply closets at main office and the 611 office, maintain supply closets at 601 & 611 in an orderly manner for accessibility, and verify that all supplies ordered for satellite locations were received and collect all delivery/packing slip/receipts from the contact person at all locations;
- Carry out administrative duties such as filing, copying, faxing, scanning etc.;
- Write emails to staff and property management, when applicable, Always monitor emails during your tour of duty and respond to emails in a timely manner, respond to telephone calls, messages, and face to face inquiries as necessary, and prepare and send an email, monthly, announcing birthday and anniversary greetings;
- Schedule and coordinate Board meetings and record minutes as required;

· Coordinate with supervisor for repairs to office equipment and other duties as assigned. **(60%)**

### **Data Management**

· Assists management staff to collect and organize program data which includes but is not limited to monthly intake and referral data;

· Collect and enter all meeting sign in sheets from community events, all staff meeting, and various staff development activities;

· Maintain computer and manual inventory filing systems. **(25%)**

## **Training and Professional Development**

- Identify and attend trainings and professional development activities to increase knowledge and skills relevant to this position, including those provided by CFSA, E/BFSC and other entities;
- Apply and disseminate acquired knowledge and skill sets among colleagues and program participants;
- Attend supervision on a regular basis;
- Participate in annual performance evaluation and goal-setting for professional development. **(10%)**

## **Community Engagement**

- Assist in the development and dissemination of program and organizational materials that highlight the services and programs of E/BFSC;
- Attend community/neighborhood meetings and events as requested to keep abreast of programs, projects and community resources;
- Promote public participation and involvement by residents and community stakeholders in E/BFSC and other community events and meetings;
- Serve as a representative on behalf of E/BFSC at community-based events and meetings;
- Provide resource information for maintenance of a community resource database;
- Report any suspected abuse or neglect as mandated by law;
- Perform other tasks as necessary and/or assigned by immediate supervisor. **(5%)**

## **Measurable Outcomes**

- Maintain satisfactory performance requirements (See attached performance evaluation)
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## **Schedule:**

- 8 hour shift

## **License/Certification:**

- Driver's License (Preferred)

Work Location: In person