

## JOB DESCRIPTION

**Position: Program Assistant**

**Reporting To: Program Manager**

**Salary Range: \$45,760.00 – \$54,080.00**

### **Position Summary:**

The Program Assistant works in all areas of operations. Supports all Staff, Management, and assists in all areas of service delivery. The Program Assistant must use personal judgment, multi-task, and utilize strong decision-making skills. The position will be working in Adult, Youth, Office of Transportation & Safety, Community Outreach, Reception, is expected to support the Agency's vision, mission, and goals.

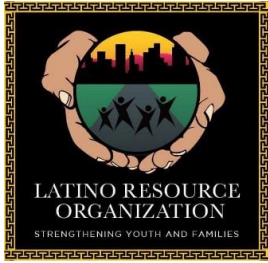
This position requires a highly organized, detail-oriented individual with a good knowledge of Microsoft Excel and Word.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Performs general clerical duties such as typing, copying, faxing, filing, etc.
- Assumes the role of Receptionist, manages phone calls, messages, appointment
- Prepares and sorts documents and identifies and interprets data to be entered.
- Contacts preparers of documents to resolve questions, inconsistencies, or missing data.
- Enters alphabetic, numeric, or symbolic data from documents into computer following format displayed on screen.
- Reviews and makes necessary corrections and checks for errors or duplicate information prior to entering final data.
- Assists in establishing and maintaining an effective and efficient records management system and maintains confidential information.
- Contributes to a team effort and accomplishes related results as required.
- Performs general clerical duties such as typing, copying, faxing, filing, etc.
- Performs special projects and other duties as assigned.

**SKILLS AND ABILITIES:** (To perform the job successfully, an individual should demonstrate the following competencies):

- Versed in all program and services, liaison in connecting customers to services.
- Requires excellent customer service skills
- Knowledge of records management procedures.
- Interact and maintain good working relationships with individuals of other departments, as well as partner agencies.
- Communicate efficiently and effectively both verbally and in writing.
- Carry out multiple tasks and meet deadlines.
- Utilize strong decision making and analytical skills.
- Create excel spreadsheets.
- Ability to multi-task and work well under pressure.
- Must be a motivated, self-starter with a professional demeanor.
- Must possess a strong work ethic and be able to work well with the manager as well as in a team environment.



**QUALIFICATIONS:** The requirements listed below are representative of the knowledge, skills and/or abilities required to perform the job successfully.

**EDUCATION/ EXPERIENCE/ SKILLS:**

- 2 years' experience working in social services/nonprofit setting. Bachelor's Degree in social work or BA degree in a related field preferred.
- 9-12 Months paid or volunteer experience providing case management services.
- Bilingual required (English/Spanish).
- Strong written and verbal communication skills.
- Good time management and organizational skills.

**SPECIAL REQUIREMENTS:**

- Must be able to work evenings and weekends as needed.
- Employment is subject to applicants' successful completion of a criminal background check and/or lifescan as required by the Federal, State, City of Los Angeles and local government entities.
- TB clearance, to be renewed every two years.

Must have reliable transportation, a valid California Driver License and State required automobile insurance coverage.

**Location/Site:** 6736 Laurel Canyon Blvd. #360, North Hollywood, CA 91606

**Benefits:** Includes health insurance, paid-time-off, and holidays.