

**Title**

Program Assistant

Updated: 2/18/2020

**Job Overview**

Assist with daily administrative functioning of the agency and programs to ensure our services are high quality and meet the needs of our families and community. Working collaboratively with other staff, this position will provide excellent customer service for guests visiting the center.

**Essential Duties and Responsibilities**

- Answers and directs all company incoming phone calls
- Provide high level customer service and hospitality to clients
- Provide participates with handouts, forms and other information
- Complete administrative duties such as organizing SharePoint and physical files
- Assist with inventory and organization of materials and supplies
- Assist with a variety of daily program tasks and projects
- Assist in setup and cleanup of workshops and activities, including confirming with attendees and arranging childcare and food
- Schedule and setup senior-level internal and external meetings

**Qualifications**

- High school diploma; BA preferred
- Minimum three year of administrative office experience
- Experience working in environment with young children and families of diverse backgrounds
- Strong administrative and organizational skills, including familiarity with Microsoft Office Suite or similar software
- Excellent organizational skills and attention to detail
- Outstanding customer service skills
- Friendly and professional phone etiquette
- Ability to operate general office equipment
- Excellent written and verbal communication skills
- Ability to type 50 words a minute
- Ability to maintain confidential information
- Team player and flexible able to work in dynamic, busy environment
- Bilingual in English and Spanish or English and Cantonese preferred

**Physical I Requirements**

Administration

- requiring frequent sitting, typing and computer use
- occasionally requires pushing and/or pulling objects, lifting and/or carrying up to 25 lbs.
- requires the ability to frequently move about or remain seated depending on the task at hand



### **Compensation and Application Process**

- \$20/hr., Part-time (9:00am-2:00pm), Non-Exempt
- To apply, email your cover letter (required) and resume to: [jobs@fccenters.org](mailto:jobs@fccenters.org). Please, absolutely no inquiring phone calls!

*Family Connections is an Equal Opportunity Employer.*

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.