



<b>Job Title:</b>	Program Assistant	<b>FLSA Classification:</b>	Non-Exempt
<b>Department:</b>	Programming	<b>Reports To:</b>	Program Director

**Job Summary:**

The Program Assistant position is a versatile role that supports the Program Director on various levels including clerical and administrative. This position is perfect for an individual who is self-motivated and aims to find efficient and effective methods to support and improve the programs offered at the Clarence Jordan Vision Center. This dynamic position will have the candidate working on data and answering phones one day, executing logistical details for special events and evening programs, and then researching social media on another day. Ability to manage multiple projects and willingness to see the importance of the details will be crucial to success.

**Essential Job Duties and Responsibilities:**

- Receive and respond to communication from student and parent population. Provide direction/guidance to parents and students needing program-related direction. Seek involvement of the Program Director when necessary.
- Develop and maintain records and provide reports on student attendance, performance (including pre/post testing, progress, and challenges).
- Provide demographic reports using information gathered from applications and registrations; follow up with student households missing necessary documentation.
- Research team building activities, interact with vendors, create purchase orders for supplies, book event spaces, field trips, or outings when necessary.
- Research potential community speakers and work with the program director to secure possible workshops or speaking engagements for various programs.
- Gather pertinent paperwork for partner organizations, review, forward, and store copy in a filing system.
- Maintain attendance and ensure student compliance with program expectations described in Student Success Policies and Workplace Partner Manual.
- Serve as a liaison between Program Director and business organizations that partner with Mercy Works programs.
- Process, Schedule, follow-up, and confirm speakers, workshop hosts, mentors, and other levels of program volunteers.
- Create Speaker/Facilitator Bios.
- Submit, collect, and process student and parent surveys.
- Create and post-program updates and advertisement pieces on social media outlets.
- Maintain communication with schools and the community to apprise them of upcoming programs via email and social media.

### **Supervisory Responsibilities:**

This position has no supervisory responsibilities.

### **Minimum Qualification Standards:**

- Three (3) years progressive receptionist/office administrator experience or an Associate Degree with one (1) year relevant experience.
- Experience and deep understanding of multi-cultures
- Strong written and verbal communication skills
- Experience working effectively with people of diverse backgrounds and ages, especially young adults

### **Knowledge, Skills, and Abilities:**

- Highly developed time management, organizational, and prioritization skills with the ability to multi-task with clarity, facilitating several projects simultaneously with the ability to monitor and assess oneself.
- Knowledge of human behavior and performance; individual differences in ability, personality, and interests to deal effectively with all types of people.
- Candidate will possess excellent professional-level communication and interpersonal and relationship-building skills. The candidate will also have the ability to listen and influence other people in written or verbal forms, creatively presenting and disseminating information and concepts effectively.
- Being aware of others and actively looking for ways to help people, adjusting your reactions to others to provide exceptional service to internal and external contacts.
- Strong conflict resolution skills with both internal and external contacts.
- Must be comfortable interacting with people of all levels to include strangers and in all types of settings, including one-on-one and groups.
- Demonstrate aptitude for working in sensitive environments, which require a high degree of confidentiality.
- Presents themselves in excellence regarding appearance and conduct, always projecting a professional image.

### **Equipment, Machines and Software Used:**

- This position requires the regular use of a personal computer running Microsoft Office (Word, Excel, PowerPoint); Church Community Builder (CCB) experience is a plus. Apple Pages is a plus.

### **Mental and Physical Requirements:**

Close mental and visual attention are required to perform work dealing primarily with preparing and analyzing data and figures, using a computer terminal, and reading.

The employee is regularly required to sit, stand, walk, use hands to finger, grasp, talk, hear, and perform repetitive motions. The individual is frequently required to push and pull. The individual is occasionally required to lift with the ability to exert up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects.

**Environmental Conditions:**

There is no exposure to adverse environmental conditions. Work is performed in a typical office work environment.

**Disclaimer:**

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position.
- Employees will be required to follow any other job-related instructions and perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

<b>I acknowledge that I have read this job description and have received a copy for my records.</b>	
<b>Employee Name:</b>	
<b>Date:</b>	