



## **Program Assistant Job Description**

**REPORTS TO:** Executive Director

**DESIGNATION:** Non-exempt

**PRIMARY RESPONSIBILITY:** The Program Assistant will support the program in a variety of ways including administratively and as a representative at outreach events. This position requires a professional who takes initiative, can multi-task, and work independently to complete assigned tasks and projects.

### **ESSENTIAL RESPONSIBILITIES & DUTIES:**

- Support the organization through office support (i.e., greeting guests, answering the phone, mailings, directing calls, taking messages, and maintenance requests)
- Support the organization by assisting with donor, volunteer, and/or stakeholder recruitment and retention activities as requested by the organization.
- Support coordination of in-kind donations to include receiving the donations, organizing, and tracking distribution.
- Represents the agency in the community. Participate in community activities as assigned, work with community partners.
- Assist in the engagement of the community to seek new opportunities and initiatives to increase awareness for CASA.
- Ability to manage multiple projects with accuracy
- Maintain accurate filing system
- Perform data entry and other office duties as needed
- Manage calendar for projects as needed
- Assist in resolving any administrative and/or office equipment issues
- Prepare and modify documents as needed including correspondence, reports, drafts, memos, and emails
- Ability to schedule and coordinate meetings including securing location, set-up and ensuring supplies are readily available as needed.
- Maintain office supplies for agency
- Attend staff meetings as required and keep detailed notes for distribution to staff
- Maintain confidentiality
- Regular attendance during office hours and reliable transportation required.
- Additional duties as required or requested by the Executive Director

### **KNOWLEDGE, SKILLS, & EXPERIENCE**

- Bachelor's degree and 1-3 years' experience in fast-paced volunteer program support environment
- Excellent communication skills both verbal and written

- Flexibility in working environments and hours. This position will require some weekend and evening hours.
- Ability to independently manage one's workload and schedule
- Reliable transportation
- Meet all the employment requirements including background checks and volunteer training
- Demonstrated respect for all people regardless of socio-economic background, culture, religion, sexual orientation, disability, or gender and experience working with diverse populations.
- Spanish-English bilingual candidates encouraged
- Proficiency in Office 365 including MS Word, MS Excel, MS Outlook and One Drive a plus
- Knowledge of operating standard office equipment
- Ability to prioritize projects and strong problem-solving skills
- Good research skills and attention to detail

## **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

## **EQUAL OPPORTUNITY EMPLOYER**

Galveston CASA is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of the individual's race, color, religion, creed, gender, gender expression, sexual orientation, national origin, age, disability or physical challenge, marital status, veteran status or any other status protected by applicable law. This applies to all terms, conditions, and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

Galveston CASA is inclusive and actively recruits qualified staff reflective of the children and community it serves in terms of gender, ethnicity, race, and cultural and socio-economic backgrounds.

Galveston CASA promotes equity and inclusion through its governance, management, operations, recruitment, continuing education, retention, and advocacy policy and practices.

Whenever possible, Galveston CASA makes reasonable accommodations for individuals with disabilities to the extent required by law. Employees who would like to request a reasonable accommodation should contact their direct supervisor or the Executive Director.

Galveston CASA restricts the employment of any person related within second degree of affinity (spouse, in-laws, or the grandparents/grandchildren of a spouse or the third degree of consanguinity (parent, child, sibling, grandparent/child, niece/nephew, aunt/uncle) to any member of the governing body, or to any other officer or employee authorized to employ or supervise such person.

**ACKNOWLEDGEMENT**

I have read and understand this job description. My signature below indicates my agreement to perform required duties and to meet organization goals and metrics.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date