### PROGRAM ASSISTANT- FAMILY EMPOWERMENT SERVICES

**POSITION PURPOSE (DEFINITION)**

Under general supervision, provides administrative and clerical support and services by implementing administrative systems; ensuring procedures and policies are followed; monitoring administrative projects, maintaining client and staff confidentiality; and providing high quality customer service.

**Essential Functions**

All general administrative and clerical duties and specific duties related to site and workgroup assignment including:

* Greets community members and clients who come to agency buildings; receives and screens incoming phone calls, faxes, and e-mails. Provides a quick assessment of individual’s needs and assists in reaching the appropriate agency staff member or resource by accurately responding to questions regarding services offered by Changing Tides Family Services, with an emphasis on mental health services.
* Provides excellent customer service to individuals of diverse cultural backgrounds and needs. Responds sensitively to members of the public, including those who may be distressed; or non-English speaking, or have intellectual disabilities. Communicates in a professional manner with staff, management, clients, and vendors. Assists parents in completing intake packets and other documentation related to services being provided to their child.
* Surveys, reports and maintains lobby and building appearance, cleanliness, and functioning. Acts as the first point of contact for all building issues and acts to resolve or direct them as needed.
* Performs general clerical duties to include but not limited to: photocopying, faxing, mail distribution and filing. Uses appropriate software, including Microsoft Office, to complete related duties, including entering and extracting data; creating and modifying documents; managing emails and maintaining staff appointments and agency vehicle reservations in appropriate calendars
* Creates written materials including reports, correspondence, invoices; forms, and other documents, including required monthly County reports. Proofreads and checks typed materials for accuracy, completeness, and compliance with standard procedures for grammar, punctuation, and spelling.
* Maintains inventory of agency equipment and supplies, including tracking assigned equipment and sign out sheets; checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; receiving and verifying receipt of supplies per agency policies and procedures.
* Assists program staff with organizing workshops, classes, and/or materials including support with flyers, publicity, and registration.
* Coordinates and is responsible for obtaining technical support for the division’s workforce for cell phones, laptops, and other electronic equipment as directed
* Maintains the check in/out system for the division’s vehicles; ensures division’s vehicles are serviced per schedule; ensure division vehicles are clean inside and out; ensures mileage logs are maintained accurately
* Provides coverage for other administrative positions and sites as needed, as well as acts as support for the Program Specialist- FES as assigned
* Drives on agency errands such as the mail run.
* Exercises initiative and sound judgment
* Effectively prioritizes work tasks and communicates with supervisor regarding progress
* Must be able to remain productive and efficient despite constant interruptions and multiple urgent tasks
* Communicates to supervisor any suspicious activity such as child or elder abuse, fraud, etc.
* Complies with Changing Tides Family Services Personnel Policies and Procedures and other formal Changing Tides Family Services guidelines and policies.
* Maintains confidentiality of personal health information pertaining to clients of Changing Tides Family Services; confidentiality of employee information, confidentiality of income or eligibility information related to parents or child care providers, and other confidential information. Complies with HIPAA regulations

**QUALIFICATIONS**

**Desirable Education and Experience**

Two years of experience working in a fast paced office environment which included: phone work, greeting responsibilities, use of correct English both verbally and in writing, standard business arithmetic including percentages and decimals, confidentiality, and operating standard office equipment including multi-line telephone system, personal computer, copier, facsimile equipment, shredder, and calculator/adding machines. Experience working in a social service setting preferred. AA degree desirable.

**Other Requirements:**

* Ability to sit for extended periods of time and use a computer while answering phones
* Ability to pass a criminal background check
* Possession of a valid California Driver’s license, current insurance, and the use of a vehicle for work
* Keyboard speed of 65 words per minute
* Ability to lift bulky items up to 20 lbs.

12/20/16