

PROGRAM ASSISTANT/RECEPTIONIST

QUALIFICATIONS

<u>Education:</u>	High School Diploma
<u>Hours:</u>	40 hours per week
<u>Salary:</u>	Grade 8
<u>Location:</u>	UKIAH

DEFINITION : Under direction, to plan, organize, and coordinate the administrative and office support functions for Project Sanctuary; to provide guidance and direction for office support staff; to perform a variety of administrative/clerical support for the Leadership Team; to perform difficult and specialized information gathering, information preparation, data collection and reporting, personnel functions, and public relations assignments; to assist with preparation of information and materials for the Board of Directors; and to do related work as required.

DISTINGUISHING CHARACTERISTICS This single position job classification serves as the primary administrative/clerical support for the Executive Director and assists in the coordination of Project Sanctuary's office support functions.

REPORTS TO: Executive Director

CLASSIFICATIONS SUPERVISED: Directly Supervises; None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES AND RESPONSIBILITIES *(The following is generally representative of the duties and responsibilities of this job classification. It is not a complete description of all possible job assignments, nor is it restrictive as to job assignments and responsibilities which may be required of an incumbent.)*

Plans, organizes, and coordinates the office support functions of Project Sanctuary, ensuring proper office coverage and proper access for client services; performs a variety of complex administrative support functions for the Executive Director, as delegated; assists with the preparation of information and material for Board of Directors meetings; receives telephone calls and office visitors in English and Spanish, providing a variety of information about the services, functions, and policies of the Agency; schedules appointments and arranges conferences; establishes, maintains, and updates personnel records; sets-up and carries out recruitments for position vacancies; develops and maintains information on personnel policies, providing information to Agency staff; prepares and gathers information and performs special projects; performs public information and public relations assignments; receives and handles concerns and complaints, referring them to appropriate staff, as necessary; develops and processes activity reports; develops and maintains a variety of files and information systems; creates forms; types, inputs data into computer systems and generates reports; provides work coordination, guidance, and training for other office support staff, as delegated; provides counseling and support for persons experiencing domestic violence and/or sexual abuse.

TYPICAL PHYSICAL REQUIREMENTS *(These are typical requirements, but the Project Sanctuary will discuss and make reasonable accommodations for job candidates and incumbents with disabilities.)*

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; use of office equipment including computer, telephone, calculator, copier, and fax.

TYPICAL WORKING CONDITIONS: Work is normally performed in an office environment; frequent contact and communications with other staff, the public, and representatives of other agencies; work hours may be variable and outside of the normal (8:00 AM – 4:30 PM) workday in order to meet the administrative requirements of the position.

DESIRABLE QUALIFICATIONS

Knowledge of:

Project Sanctuary programs, policies, and procedures.
Establishment and maintenance of files and information retrieval systems.
Personnel principles and employee record keeping systems.
Modern office methods, principles, and procedures.
Fiscal record keeping methods and procedures.
Proper English usage, spelling, grammar, and punctuation.
Personnel computers and software applications related to administrative support work.
Requirements and needs of persons experiencing sexual abuse and domestic violence.
Principles of work direction and training.

Ability to:

- Plan, organize, and coordinate the office support functions of Project Sanctuary to support Agency service goals and efficient operations.
- Maintain primary responsibility for clerical and administrative support for the Executive Director.
- Develop and maintain files and information retrieval systems.
- Perform a wide variety of specialized office and administrative support work.
- Work with considerable independence and initiative while exercising good judgment in recognizing scope of authority.
- Provide support for Agency personnel systems and recruitments.
- Gather, organize, analyze, and present a variety of data and information.
- Prepare and maintain clear, accurate, and concise records and reports.
- Prepare public relations and information materials.
- Use a personal computer and appropriate software for word processing and administrative support work.
- Provide work direction, guidance, and training for other staff.
- Effectively represent Project Sanctuary's and the Board of Directors' policies, programs, and services with Agency staff, the public, community organizations, and other government agencies.
- Establish and maintain cooperative working relationships.

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying.

Special Requirements:

Bilingual - English/Spanish is highly preferred.