

Position Description

Date Posted: 10/29/2021

Community Programs Support Assistant

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| Job Title & Code | Community Programs Support Assistant |
| Job Hours & Work Week: | Part-time, 24 hours/week (<i>grant funded for 12 months</i>) |
| Rate/Salary: | \$15.00 - \$17.00 per hour DOE |
| Benefits Offered: | Sick and Holiday Pay |
| Reports To: | Executive Director |
| Closing Date: | Friday, November 12, 2021 |

Position Summary

The Community Programs Support Assistant performs a variety of administrative and support duties including, but not limited to, answering phones and emails, filing, and data entry for the Happy Camp Community Center's various programs and services. The Community Program Support Assistant's job also includes the ability to take on and manage small projects and other office duties as assigned.

Responsibilities

Provide administrative and support assistance to the Community Center programs and staff such as, but not limited to:

- Welcome clients and community members as they come into the building *(During COVID-19 restrictions, greeting clients at the window or through phone intercom)
- Answer and return phones and emails, calling clients as needed
- Maintain files and add new information as it becomes available
- Maintain and update data entry systems

Support the Community Center in outreach, engagement and program activities in the Happy Camp and mid-Klamath region:

- Assist in planning and implementing program events or activities, and distributions, including the Monthly Emergency Food Distribution
- Distribute information regarding events and outreach, including Community Outreach and Education of Vaccination for COVID-19
- Engage and educate clients and community members regarding Community Center and local programs and resources.

Support clients and community members in a respectful and professional manner, including but not limited to:

- Assist with the access of Community Center programs
- Assist in the completion of program paperwork and applications
- Initiate referrals to external services

Qualifications

Communication/Language Skills:

- Excellent written and oral communication skills
- Strong interpersonal skills and the ability to relate to individuals whose value systems and behaviors may differ from your own
- Ability to read and interpret documents
- Maintain a professional, confidential work environment
- Ability to comprehend written and oral instructions
- Ability to effectively present information and respond to questions from clients, HCCC team members, community partners and community members
- Develop and maintain collaborative and respectful working relationships with clients, team members and others
- Experience and ability to conduct community outreach as necessary for program implementation

- Knowledge of child development and age-appropriate behavior

Technological:

- Proficient typing and computer skills; including knowledge of Microsoft Office Suite (Word, Excel, Publisher, etc.), G Suites programs (Gmail, Google Calendars, Google Drive, etc.)
- Ability to learn and utilize different software programs.

Working Conditions:

- Occasional travel to trainings, meetings, and other programmatic activities (in and out of the county).
- Ability to work non-traditional hours as needed
- Ability to be flexible, proactive, adaptable, and able to work in a fast-paced and changing environment
- Ability to plan, organize, prioritize and multi-task
- Occasional lifting of 25 pounds or more

Education and Experience

- High School diploma or GED

Other Qualifications

- Must have access to reliable transportation to and from work
- Consent to and pass criminal background check and complete fingerprinting upon hire
- Adhere to Community Center policies and procedures
- Must attend all required trainings to increase knowledge of program processes
- Current First Aid and CPR Certification or able to complete within the first 6 months of hire

Operating Principles

Employees of the Happy Camp Community Center (HCCC) are expected to work in a manner consistent with the following principles:

- Must work and act as a team player in all interactions with the HCCA Board of Directors, staff, volunteers, program funders and other community partners
- Project and maintain a positive image of the HCCC with all contacts during the course of work
- Develop and maintain collaborative and respectful working relationships with clients, staff community partners, project funders, etc.
- Committed to consistently providing quality service

Disclaimer

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

Interested applicants should email their cover letter, application and resume to info@happycampcc.org . Please write "Job Application" in the Subject line. The deadline is November 12, 2021.