



## JOB DESCRIPTION

---

<b><u>TITLE:</u></b>	Program Assistant
<b><u>CATEGORY/DEPT:</u></b>	Administration
<b><u>REPORTS TO:</u></b>	Operations Manager
<b><u>REPORTING STAFF:</u></b>	None
<b><u>STATUS:</u></b>	Non-Exempt

---

### **AGENCY OVERVIEW:**

Westside Children's Center (WCC) exists to give at-risk children and children living in poverty the foundation they need to increase their life choices and lead fulfilling lives. For over 25 years, WCC has been providing thousands of at-risk children and their families with critical, high-quality early education programs (including comprehensive Early Head Start services), family strengthening interventions, foster care and adoption services, and a range of vital, integrated services, including educational assessments, disabilities screenings, nutrition, dental and vision screenings, and pediatric health consultations.

### **JOB SUMMARY:**

The Program Assistant greets and assists visitors, clients and staff in face to face interactions or by telephone, serving as the first point of contact. This position also performs general clerical support such as filing, mailing distribution, phone support, data entry, basic document creation and supports program needs for Prevention and Aftercare, Resource Family Approval, Infant Mental Health and other programs as needed. Further assists and directs visitors and clients as they arrive as well as respond to questions and requests via phone, in-person, fax, or email to support the general office/ department workflow.

### **ESSENTIAL JOB DUTIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide a welcoming and attentive atmosphere for all parents, visitors, and other guests arriving to the agency
- Answer, screen and direct all incoming calls to the agency. Ensure clients calling in reach the appropriate staff-member and/or external partner agency to help address their need. Screen/Track referral and placement calls if required. Maintain a visitor sign in/out log
- Timestamp and distribute all incoming mail, transport mail and interoffice communications to and from the WCC Slauson and Wagner offices, create postage for outgoing mail, update postage logs for finance. Process all checks that come in, including parent fees and donations. Create/mail parent receipt letters
- Coordinate office supplies orders, equipment and material for both locations. Maintain inventory of general office supplies and kitchen items. Acquire, distribute and store supplies
- Maintain and update calendar for conference room requests. Maintain order and neatness in the reception area, playrooms, conference rooms, Slauson children's library, and other common areas. Restock supplies in common areas as needed

- Regularly check and monitor fax and copy machines to ensure they are functional for staff use; shred documents as appropriate/needed
- Assist Operations Manager as needed with any building facilities requests and monitoring the facility to ensure that it remains safe, secure, and well maintained
- Perform a variety of clerical tasks including assembling and labeling files, packets and binders, scheduling interviews for open positions, document revision, help track and complete paperwork required for billing as needed. Assist with general organizational or computer-based projects including data entry for Salesforce and Donor Perfect. Maintain and update “oneCallNow” phone system, send message as needed for drills and/or emergencies
- Help organize events, including but not limited to reserving conference space; ordering food; creating fliers; printing sign-up sheets; assembling participant packets; managing RSVPs/reminders; coordinating with external trainers/entertainment, preparing check requests, tracking evaluations, etc.
- Maintain confidentiality and appropriate boundaries with all families
- Be punctual, present, and professional during work hours
- In accordance with our "team" philosophy, the person filling this position may occasionally be required to carry out or assist with other tasks in addition to the duties listed on this job description.
- Staff must believe in and act in accordance with both the Agency's and the program's mission/vision statements, adopted theoretical frameworks, and philosophy.

**QUALIFICATIONS & EDUCATION:**

- High school diploma, AA/BA preferred
- Bilingual in English/Spanish - speaking and in writing required
- Knowledge of administrative and clerical procedures
- Knowledge of advanced computer and relevant software applications.
- Knowledge of customer service principles and practices
- Pleasant, professional speaking manner on the phone and office experience
- Professional personal presentation
- Customer service orientation
- Organizing and planning
- Gives close attention to detail
- Takes initiative
- Dependable and reliable
- Able to thrive in a fast-paced environment
- Fingerprint background clearance (DOJ, FBI & Child Abuse Clearance Index), or approved exemption
- Successful completion of pre-employment physical and PPD risk assessment
- Class “C” driver’s license, proof of insurance, access to reliable transportation required, and insurable under Westside Children's Center vehicle insurance policy

*Westside Children’s Center is an equal opportunity employer and encourages all applicants and seeks to hire qualified staff who reflect the rich diversity of the communities we serve. We define diversity in broad terms to include race, ethnicity, nationality, age, gender, religion, sexual orientation, gender identity and expression, disability, geography, socio-economic status and other unique attributes that make us who we are.*



*Westside Children’s Center has achieved accreditation through the Council on Accreditation (COA). This means our programs, services, administration, and management have been rigorously evaluated and meet best practice standards. Visit [www.COAnet.org](http://www.COAnet.org) to learn more about COA Accreditation.*

**FOR CONSIDERATION:**

- Send **cover letter** and resume to [hr@westsidechildrens.org](mailto:hr@westsidechildrens.org)