



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

Job Title: Program Assistant

Department: Peer Support Services

Position Status: Non-Exempt
Full time

Supervised by: Program Manager

General Statement of Duties:

The Program Assistant is responsible for handling front office reception and administrative duties in the Wishing Wellness Center, including greeting guests, answering phones, handling program inquiries, and entering data in the computer systems.

Specific Duties or Typical Work Activities:

- Keep front desk area tidy and presentable
- Greet and welcome guests
- Answer all incoming calls, redirecting them or taking messages as necessary
- Receive mail or packages and distribute them appropriately
- Monitor office supplies and place orders when necessary
- Sign in individuals receiving services
- Assist with initial intake process
- Schedule appointments
- Maintain daily registration lists
- Keep updated records and files
- Organize, enter, and compile data for monthly reports
- Assist individuals in gaining comfort and an independent connection to community activities
- Other related duties, as assigned

Required Knowledge and Skills:

- Strong written and verbal communication skills including, but not limited to good interpersonal skills, ability to adjust communication style based on audience, effective use of electronic communication, and ability to respond to inquiries via telephone
- Familiarity with Microsoft Word, Excel and Outlook, Internet and web-based software applications is required; proficiency is preferred
- Ability to maintain confidentiality and demonstrate good boundaries
- Ability to operate standard office equipment including computer, printer, scanner, copier and fax machine
- Able to work efficiently and accurately, both independently and as part of a team
- Able to demonstrate compassion and understanding with individuals in various stages of their recovery

Qualifications:

- Minimum High School diploma or GED Equivalent with relevant work experience required
- Office management experience is preferred

Additional Expectations:

- Typical working hours are 8:30 a.m. to 4:30 p.m., Monday through Friday; however, additional and/or varied hours may be required at times
- Must comply with all Agency policies and procedures, using the Program Policy and Procedure Manual as a reference.

Catholic Charities of Cortland County is an Equal Opportunity Employer.



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- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or service(s) provided.
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, agency operations, or personnel of the agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or service(s) provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee

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Last Updated: 11/6/2018