

JOB DESCRIPTION

PROGRAM ASSISTANT

DEPARTMENT: Operations
REPORTS TO: Assistant Director of Operations and Facilities
HOURS/STATUS: Full Time/Non-Exempt

Willow Domestic Violence Center is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Every day we have an impact on the lives of families. Join our team to help fulfill our vision of a community free from domestic violence, where healthy relationships thrive.

JOB SUMMARY

The Program Assistant is a key member of the Willow Domestic Violence Center team and has the primary responsibility to provide phone and door coverage for any incoming clients and visitors. In addition to visitor management, the Program Assistant is responsible for monitoring general building safety, maintenance of office supplies, and clerical and other support required by the Assistant Director of Operations and Facilities and Program staff. To be successful, the Program Assistant will be prepared and responsive, providing polite and professional assistance via phone, mail, in-person and e-mail interactions. Most importantly, this person will have a genuine desire to meet the needs of others and will be a helpful and positive presence in the workplace. This position pays \$15.40 per hour, and is based on a 37.5 hour work week.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administrative Support

- Maintains tracking systems for volunteers, agency initiatives, and service information.
- Manages and tracks agency equipment and room reservations.
- Arranges and coordinates meetings and events as directed.
- Ensures that an adequate supply of client paperwork to include welcome booklets, blank charts, self-report surveys, court folders and apartment listings is maintained.
- Assists in copying and printing materials, ensuring supplies, etc. are maintained and replaced as needed.

Reception and Telephone

- Assists in the monitoring and managing of all safety issues related to visitors, emergency evacuations and building safety mechanisms.
- Screens and directs phone calls and visitors in a timely, professional and courteous manner while following agency standard operating policies and procedures.
- Assure essential staff have accurate information in a timely manner, including using the overhead paging system, walkie-talkies and other agency communication systems, as needed.
- Greets all visitors upon their arrival in a professional and courteous manner and notifies staff, interns, and volunteers of arrival.
- Provides access to visitors as appropriate per agency standard operating policies and procedures.
- Monitors agency calendar and visitation, alerting the appropriate staff to any upcoming building activities requiring support.

Other Duties as Assigned

- Maintains confidentiality in all aspects of client, staff and agency information.
- Attends and participates in agency trainings and staff meetings as required.
- Complete all functions in an ethically and culturally competent manner.
- Serve as the Fire Warden and emergency response leader for the building.
- Any other duties as may be assigned.

QUALIFICATIONS

- High school graduate or GED. Minimum of one year of experience in office management to include experience using a multi-line phone or switchboard preferred.
- Proficiency in Microsoft Outlook, Word and Excel is required.
- Bi-lingual applicant is a plus.
- Excellent communication skills (verbal and written) are required.
- Demonstrated ability to prioritize and multi-task.

HOW TO APPLY

Submit cover letter and resume by mail, email or fax:

◦Mail: P.O. Box 39601, Rochester, NY 14604

◦ Email: HR@willowcenterny.org

◦Fax: 585.232.3501

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.