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Program Assistant

Monterey, CA, US

Job Class

POSITION SUMMARY

Under the direction of the Regional Director, the Program Assistant provides support for outreach and promotion, scheduling and logistics for the Monterey and Santa Cruz Alzheimer's Association locations. The Program Assistant works closely with Monterey Bay (Monterey, Santa Cruz and San Benito Counties) and San Jose staff to assure smooth and efficient office operations. The Program Assistant has the primary responsibility for staffing the reception area and welcoming all visitors and callers. The Program Assistant directs calls to appropriate department; assures excellent organization of materials, data, and computer and paper files; helps organize volunteer tasks; and provides administrative support to the Regional Director and other staff.

This is a full-time position located in two offices in Monterey and Santa Cruz, California, of the Northern California and Northern Nevada Chapter, and reports to the Regional Director.

ESSENTIAL JOB FUNCTIONS

Education Programs (25%)

- Assist with arrangements for educational programs and annual education conference
- Track and process sponsorships for annual education conference
- Manage workshop and conference registrations
- Prepare materials for health fairs, trainings, presentations and meetings
- Update support group and education program listings in website databases; ensure that information is updated in print materials prepared by Chapter Communications staff
- Develop, coordinate and ensure promotion of programs, services, and events; work with Chapter Communications staff and community partners

Family Services (25%)

- Provide basic information and referral to callers, request demographic information, screen callers for Association services and direct calls
- Review daily Contact Center report and follow up or distribute messages to appropriate staff for follow up as needed
- Responsible for ensuring 100% compliance of adherence of the Alzheimer's Association's Helpline Standards
- Assist in coordination of support groups, disseminate materials and collect attendance records
- Collect program data and ensure accurate and timely data entry for required Chapter and grant reporting
- Maintain resource library updates for families
- Assist with updates to online Chapter community resource databases
- Promote 800#, TrialMatch and advocacy activities
- Assist in all activities of Area Agency on Aging funding, minimum participation of 24%

Office Administration (20%)

- Greet and welcome visitors and ensure their needs are met by connecting them to appropriate staff
- Maintain coverage at the front desk during business hours
- Greet and assist support group and education program participants
- Field wide range of incoming calls and emails; provide accurate and timely information or direct inquiry to the appropriate person
- Process incoming donations, registration fees, honorariums, check requests and invoices weekly
- Prepare petty cash report quarterly
- Assist staff and volunteers with office procedures, equipment and supplies
- Manage calendar and contact lists for Monterey office, including volunteer schedules and committee rosters
- Maintain office organizational systems and files
- Oversee facility operations and maintenance of office equipment
- Order office supplies monthly or as needed
- Oversee office mailing and shipping
- Update safety information and ensure that appropriate supplies are available
- Suggest improvements to processes and systems

- Other duties as assigned to meet chapter and/or grant needs

Volunteer Coordination (10%)

- Help recruit volunteers through VolunteerMatch and other volunteer outlets; forward applications to appropriate staff
- Train and support volunteers, oversee office volunteer tasks, ensure tracking of volunteer hours
- Assist with annual volunteer appreciation event

Special Events (20%)

- Screen and route calls from The Longest Day and Walk to End Alzheimer's participants needing assistance to appropriate staff
- Use Convio to help participants register, fundraise and set up their own webpage
- Field general questions about The Longest Day and Walk to End Alzheimer's, and assist participants with registration and logistics around these events
- Process team and participant funds that are turned into the office
- Provide administrative support to Special Events Manager(s) and other event staff
- Participate in at least two Walk to End Alzheimer's annual events as requested

CULTURE OF COLLABORATION

- Fully engage in a culture where team collaboration is highly valued
- Work as a team to accomplish, if not exceed, organizational goals in the National Strategic Plan
- Participate in signature fundraising events
 - Walk to End Alzheimer's staff team and personal fundraising goals
 - Work at least one Walk to End Alzheimer's on a weekend
 - Participate in The Longest Day
- Respond to public policy calls to action & participate in advocacy days
- Enhance our culture of diversity and inclusion in all aspects of the job

KNOWLEDGE, SKILL, EXPERIENCE AND EDUCATION REQUIREMENTS

- Bachelor's degree preferred in gerontology, social work, public health or related field
- Bilingual Spanish speaking is preferred
- 2 years office administration or project management experience
- Ability to work professionally and demonstrate excellent customer service, both internally and externally; provide first point of contact to organization
- Well organized and detail-oriented with consistent and timely follow through
- Experience with Alzheimer's disease, caregiving or aging issues desired
- Microsoft Office, Excel, database management, e-mail and other office management programs
- Excellent written and verbal communication skills
- Ability to multi-task and prioritize work
- Experience working with diverse communities and ability to demonstrate inclusion
- Familiarity with related community services and agencies
- Ability to respond to emotional concerns of families
- Ability to travel throughout the chapter territory, have access to a reliable vehicle. A DMV check is required for this position.

PERSONAL CHARACTERISTICS

- Strong customer service skills
- Excellent listening skills; friendly and helpful with all callers and visitors
- Builds effective relationships with staff, volunteers and community partners
- Able to work compassionately with persons with neurocognitive disorders and their care partners
- Flexible, easily adapts to rapidly changing circumstances
- Able to successfully manage seasonal changes in workload
- Good judgment in determining how best to handle a variety of situations
- Able to work well independently and with others
- Committed to continuous quality improvement
- Willing to work occasional weekends and evenings for special events
- Excellent attendance