

NCO, INC.
413 North State Street, Ukiah, CA 95482

POSITION DESCRIPTION

I. Title of Position:	PROGRAM ASSISTANT
II. Program:	Volunteer Network
III. Reports to:	Program Director
IV. Supervisorial Responsibility:	No
V. FLSA / IWC STATUS:	Nonexempt
VI. General Duties and Responsibilities:	

Under direction of the Program Director, provides administrative support for the Volunteer Network and its staff.

VII. Job Duties & Responsibilities

1. Perform clerical, tracking and data-based management duties using requisite methods and computer programs in an accurate and timely manner; provide related reports as requested; answer phones; respond to inquiries via email, phone and in writing.
2. Assist with scheduling, planning, and coordinating program-related events, meetings and trainings; attend events and meetings as needed to provide support and coordination.
3. Assist with public relations and outreach duties as assigned; create, print and distribute flyers and other hardcopy materials; update social media and other internet-based resources.
4. Coordinate volunteer recognition such as birthday greetings, thank you notes, certificates, etc.
5. Maintain confidentiality regarding work information.
6. Align work behaviors in conformance with NCO's Mission, Vision and Values.
7. Perform other duties as assigned or required.
8. Work habits:
 - Arrive at work on time and perform duties professionally and timely.
 - Obtain approval from supervisor for any changes in work schedule or absences.
 - Treat co-workers, clients and the public with respect.
 - Represent NCO and its programs and projects in a positive light at all times.
 - Stay focused on the job duties assigned and promptly ask for assistance if needed.
 - Take pride in creating an efficient, productive work environment.
 - Dress appropriately for the assigned job duties and responsibilities.

VIII. Job Qualifications:

1. An A.A. or A.S. Degree, or two years of college level education in a related field is desired but not required.
2. Two years of related work experience is required.
3. Excellent written and verbal communication skills in English required; bilingual ability preferred.
4. Mathematical skills are required as appropriate for the level of tasks, duties and responsibilities of the position.
5. Proficient organizational skills and a demonstrated ability to efficiently and effectively manage and prioritize multiple tasks and meet deadlines in a timely manner.
6. Experience using computers and common software programs for word processing, publishing and data management as well as able to operate commonly used office equipment such as multiline phones, photocopiers and FAX machines.
7. Demonstrated ability to work cooperatively and professionally with coworkers, clients and community members; able to be culturally and emotionally sensitive when interacting with others, especially individuals from diverse populations.
8. Is reliable and dependable, arrives on time and is prepared to work.
9. Ability to work flexible hours for weekend or evening activities as needed.

10. Because driving may be required occasionally, employee must have: a current, valid California driver's license and proof of personal automobile insurance; or reliable transportation with proof of automobile insurance.
11. Employment is contingent upon successfully passing all program mandated background checks.
12. Employee must be able to travel to neighboring counties as needed.

WORK ENVIRONMENT/PHYSICAL DEMANDS

1. While performing the duties of this job, the employee is regularly required to talk, hear, listen, communicate clearly, and supervise staff.
2. The employee frequently is required to sit; use hands to finger, handle or feel objects, use manual and automatic office equipment, and reach with hands and arms.
3. The employee is occasionally required to stand; bend; reach down and stretch overhead; walk; climb or balance; and stoop, kneel, crouch, or crawl.
4. The employee may frequently lift and/or move up to 25 pounds unassisted and may occasionally move and lift heavier materials with assistance using ergonomic guidelines.
5. Specific vision abilities required by this job include close and distance vision, peripheral vision, depth perception, and the ability to adjust focus.
6. The ability to travel during the day and/or night, sometimes long distance – possession of a valid California Driver's License and access to an insured vehicle is required.
7. Interaction and contact with outside agencies, vendors, funders, volunteers, donors and contributors is a frequent aspect of this job.
8. The employee will regularly use computers and computer printers, telephones and other similar electronic office equipment.
9. The environment can be noisy and includes the comings and goings of small children and their families.

Note: This class specification should not be interpreted as all-inclusive. It is intended to identify the core essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) or California FEHA. Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Program:	Volunteer Network
Position:	Program Assistant for Ukiah
Rate of Pay:	\$ 18.00 per hour
Hours:	20 – 25 hours per week, 12 months/year
Benefits:	Paid holidays, vacation and sick leave. Employee Assistance Program (all members of household are covered) available within 60 days of hire. Discounted membership in Reach is available with payroll deduction. Eligible to participate in 401(k) retirement plan within 90 days of hire, and for employer contribution & matching program upon qualifying.
To Apply:	Please complete and return an NCO employment application by the closing date. Applications are available on the NCO website at www.ncoinc.org/about-us/jobs/ , by calling 707.467.3200, or at the NCO main office, 413 N. State Street in Ukiah. For positions requiring ECE or CDV units transcripts must be attached with your application to be considered.
Application Closing Date:	December 19, 2018 at 5:00 p.m. (postmarks not accepted)
Submitting an Application:	Applications accepted only at the NCO main office. By mail or hand delivery: NCO Inc., Attn: Human Resources 413 N. State St., Ukiah, CA 95482 By FAX: 707.467.3213 By Email: HumanResources@ncoinc.org
NCO is under no obligation to hire from this solicitation.	
North Coast Opportunities, Inc. is an Equal Opportunity Employer.	
For Head Start Child Development Program positions please see the NOTICE included with the Employment Application regarding Department of Justice clearance requirements.	