

Open Position

Program:	Head Start – Central Office (Ukiah)
Position:	Program Assistant I-II, Front Office (Bilingual Preferred)
Rate of Pay:	\$ 15.20 - \$ 16.77 per hour (Depending on Qualifications)
Hours:	40 hours per week, 12 months/year
Benefits:	Paid holidays, vacation and sick leave. Medical, Dental, Vision & life insurance coverages available within 60 days of hire (Must work 30 hrs/wk or more). 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 immediately, 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:	Open until filled
Submitting an Application:	Applications accepted only at the NCO main office. Postmarks are not accepted. 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.	

See our Website for full job description details & to print application
WWW.NCOINC.ORG/ABOUT-US/JOBS/
Equal Opportunity Employer

We invest in people through community action.

POSITION DESCRIPTION

POSITION:	PROGRAM ASSISTANT I-II, FRONT OFFICE
PROGRAM:	HEAD START CHILD DEVELOPMENT PROGRAM
REPORTS TO:	PROGRAM SUPPORT MANAGER
SUPERVISORY RESPONSIBILITY:	NO
FLSA/IWC STATUS:	NON-EXEMPT
WC CODE:	8810

I. POSITION OVERVIEW

This position participates as a collaborative team member to assure the smooth and professional operation of the front office and overall program. This position requires a high level of professionalism and an ability to interact appropriately in a wide variety of situations.

II. JOB DUTIES AND RESPONSIBILITIES

1. Performs reception duties and ensures front desk and switchboard are monitored at all times.
2. Provides information about the Head Start program in response to phone and in-person questions.
3. Maintains the Head Start front office, lobby and conference room ensuring the areas are clean and orderly.
4. Maintains mail center.
5. Opens and closes front office, as needed.
6. Monitors conference room schedule and assists in event setup.
7. Monitors and maintains rotating kitchen duty calendar.
8. Monitors program supplies by conducting inventories, and stocking and ordering items.
9. Processes orders submitted from sites and distributes forms and supplies.
10. Assists other staff with regard to the Central Office and site phone systems and voicemail.
11. Coordinates servicing of office machinery at Central Office.
12. Maintains children's files.
13. Assists in updating forms and maintaining hard copies.
14. Prepares and distributes program packets, handbooks and other documents as requested.
15. Enters data into Child-Plus and other program databases as requested.
16. Performs research and compiles information as necessary for special projects.
17. Drafts letters, memoranda, reports, forms, and other materials as needed.
18. For bilingual employees, performs all job duties utilizing dual language ability as necessary to provide optimum support and services for clients and HSCDP staff.
19. Attends scheduled meetings, trainings, and conferences as requested.
20. Responsible for generating, collecting and documenting Non-Federal Share Match ("In-Kind").
21. Aligns work behaviors in conformance with NCOs Mission, Vision and Values.
22. Work Habits:
 - Arrives to work on time and obtains approval from supervisor for changes in work schedule or absences.
 - Maintains a high level of confidentiality in all aspects of work and in alignment with Agency and program policies and procedures.
 - Treats co-workers and clients with respect.
 - Represents NCO and its programs to the community in a positive light.
 - Stays focused on the job.
 - Takes pride in creating a positive, efficient work environment.
 - Ability to effectively adapt to change.
 - Dresses appropriately for the assigned job duties and responsibilities.
 - Follows the NCO Injury Illness and Prevention Plan, as well as all Agency and program safety protocols, procedures, and policies.
23. Other duties as assigned.

III. JOB QUALIFICATIONS

Education, Training and Experience:

- A high school diploma or equivalent is required for Level I; an associate degree from an accredited school in Business or a related field is required for Level II.
- A minimum of two years of recent experience using standard office equipment and multiline phone systems is required. Experience as an Office Manager is preferred.
- A minimum of one year of recent experience using computers is required.
- Additional preferred skills or abilities:
 - Transcription or note taking for meetings with numerous attendees.
 - Ordering and maintaining inventory of supplies.

Knowledge of:

- Computer operations as relates to the duties of the position including demonstrated competency using standard email, word processing and spreadsheet programs as well as cloud-based applications is required. Familiarity with Microsoft Office 365 is preferred.
- Child-Plus software is preferred.
- Excellent basic math skills.
- The principles and practices of effective business and interpersonal communications.
- Head Start program requirements and procedures (preferred).
- Available human services resources in the community.

Ability to:

- Type at least 45 wpm (certificate required).
- Engage effectively with members of public, including parents and children.
- Interact with others in a culturally and emotionally appropriate manner.
- Maintain professional, cooperative working relationships.
- Understand and carry out oral and written instructions.
- Communicate clearly and appropriately both verbally and in writing in English (required); bilingual ability (English/Spanish) preferred.
- Perform data entry for short periods of time.
- Perform basic business mathematical calculations in an accurate manner (i.e. addition, subtraction, multiplication, and division).
- Organize duties and tasks to meet established deadlines.
- Troubleshoot and train others in areas of computer use (preferred).
- Work a flexible schedule to accommodate attending scheduled work events and professional development opportunities.

Necessary Special Requirements:

- For work-related driving, must have a valid California driver's license, a verifiable good driving record, and access to a vehicle with insurance that covers the employee as a driver OR reliable transportation with proof of automobile insurance.
- Employment is contingent on completion of a pre-employment health screening, and meeting TB test and regulatory immunization requirements related to work in a licensed childcare facility.
- Employment is contingent on receipt by program of a Criminal Record Clearance confirming eligibility to work in a licensed childcare facility.

WORK ENVIRONMENT/PHYSICAL DEMANDS

1. While performing the duties of this job, the employee is regularly required to talk, hear, listen, and communicate clearly.
2. The employee frequently is required to sit; use hands to finger, handle or feel objects, use manual and automatic machinery or 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.
10. The employee may occasionally use kitchen equipment and implements that can be heavy, hot or sharp; as well cleaning and sanitizing products.

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.