ESCAPE FAMILY RESOURCE CENTER
JOB DESCRIPTION

TITLE: PROGRAM SUPPORT ASSISTANT

REPORTS TO: PROGRAM SUPPORT COORDINATOR

SALARY: $11.00/hour or $11.50/hour if Bilingual (Spanish-speaking)

POSITION TYPE: NON-EXEMPT SALARY EXEMPT/FULL-TIME

SUMMARY OF POSITION:
Responsible for handling client registrations as walk-ins, in person, or over the phone. Provides community resources and referrals. Is responsible for data entry, preparation of program materials, and program evaluation scoring and processing for services provided.

REQUIREMENTS FOR APPLICATION:
• High School Diploma or Equivalent, college a plus.
• English-Spanish preferred.
• Minimum of one year’s experience in office environment, non-profit, and/or multi-task environment.
• Must have a minimum of one year’s excellent customer service skills and experience.
• Working knowledge of Microsoft Office Applications and Database functions.
• Ability to work with a team to achieve department and agency goals.
• Ability to work well with others, including training of volunteers and student interns.
• Outstanding interpersonal and organizational skills.
• Ability to maintain, organize, and track inventory materials.
• Must be very detailed oriented and ability to handle multiple projects at once.
• Excellent oral and written communication skills in English and/or Spanish.
• Valid driver’s license with minimum liability insurance.
• Reliable transportation. Must be willing to travel when needed.
• Ability to work between the hours of Monday-Friday 8:00am-6:00pm, with rotating Saturdays 8:00am-12:00pm as assigned. Flexibility is required when needed to including some evenings.

DUTIES OF POSITION:
• Assists in the design and development of program exercises and the assembly of program materials.
• Attends fair events as needed to promote agency within the community.
• Assists in the distribution and delivery of program resources to agency program sites.
• Completes paperwork and data processing in a timely and efficient manner.
• Processes pre/posttest evaluations and submission of results.
• Assists director of programs, supervisors, educators, clients with resources and materials.
• Uses all resources available to guarantee the highest possible level of service delivery in an efficient and effective manner.
• Responsible for adhering to the policies, procedures and professional ethics of ESCAPE, as defined by the Employee Handbook.
• Works as a team player with staff, including the training/mentoring, and promoting a positive work environment among staff and department.
• Any other duties as requested by Chief Executive Officer, Chief Operating Officer, Director of Programs, and/or Program Support Coordinator.

TO APPLY: Submit your resume with a cover letter via fax at 713-942-0702 or email to MelindaG@LearnToParent.org Attn: Melinda Garcia. No phone calls please.