**POSITION DESCRIPTION**

**Job Title:** Program Assistant

**Job Status**: 12-Month, Full-time

**FLSA Classification**: Non-Exempt

**Reports To**: Wright to Read Director

**Open Date**: April 16, 2021

The Program Assistant is responsible for supporting and managing operational and communication details of the Wright to Read, New Neighbors English Language Learners and Building Better Futures programs. The Wright to Read Director serves as the primary supervisor, however, the two Program Directors will work together to balance work responsibilities and complete mid-year and annual performance reviews for the successful candidate. The Program Assistant will conduct her/himself with the highest degree of dignity, professionalism, and interpersonal effectiveness while exercising sound judgment in the course of carrying out his/her responsibilities. He/she must possess a professional and positive image at all times, have a solid work ethic, and be dependable. This position requires a flexible schedule and occasional evening and weekend hours.

 **Primary Responsibilities**

* Prepare materials for, attend and assist with coordinating and executing program activities/events (e.g., registration; orientation; information meetings with stakeholders, volunteers and participants; participant engagement in program activities; mid- and year-end celebrations; enrichment; introduction meetings with students, their parents and tutor/mentor; family engagement, etc.)
* Support Wright to Read team in managing volunteer tutor/mentor onboarding process in the flagship program, as well as additional activities to train and support volunteers for all three programs
* Assist with creating and producing recruitment/promotional materials for programs (newsletters and other materials) and other correspondences to support each program, as needed
* Answer inquiries and provide information about programs as requested
* Enter and manage program data, to include demographics, attendance for program participants, student test scores, participant surveys, and community/stakeholder contacts with accuracy and attention to detail
* Maintain student and volunteer files for each program and help secure missing information from participants
* Maintain, inventory and distribute materials to program participants, such as tutoring packets, textbooks, and supplemental resources
* Monitor inventory of program supplies and educational materials and place orders as needed
* Provide administrative support to the Program Directors in preparing reports as required by The Campagna Center, City of Alexandria, and other funders
* Participate in occasional meetings, as well as evenings/weekend activities to support the program
* Assist with maintaining program calendars
* Other duties as assigned based on changing needs of programs and organization

**Required Qualifications**

Bachelor’s Degree or an equivalent form of training and education required. English/Spanish bi-lingual strongly preferred. Experience working in a community-based nonprofit organization desirable, but not required. Specific knowledge, skills, and abilities noted below.

***Knowledge***

* Knowledge of, and high level proficiency in the use of Microsoft Office programs, especially Word, Excel, PowerPoint, Access and/or other database products and online platforms/tools (Zoom, Google Drive, Surveymonkey, Mailchimp, Canva, Whatsapp, etc.)
* Knowledge of standard office administrative practices and procedures, including the use of standard office equipment (i.e., copier, scanner, etc.)
* Experience with data management, reporting and analysis tools

***Skills***

* Demonstrated organizational, planning, multi-tasking, and time management skills
* Demonstrated communication skills (oral and written)
* Demonstrated critical thinking and problem solving skills
* Detail-oriented

***Abilities***

* Capable of learning new products (e.g., software, databases) quickly
* Ability to prioritize work and meet deadlines without compromising accuracy
* Ability to take initiative, multi-task, and work well under pressure
* Ability to work independently and demonstrate flexibility in thinking and responding to challenging situations
* Effectively uses interpersonal and communication skills, including tact, clarity and diplomacy with diverse constituencies

**Physical Requirements**

* Work is mostly performed in a standard office or similar environment
* Subject to standing, walking, sitting, bending, reaching, pushing, and pulling
* Occasional lifting of objects up to 25 pounds

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