

**GREENE LAMP
JOB DESCRIPTION**

TITLE: Program Assistant II

PROGRAM: Foster Grandparents/Day of Service and Remembrance

DEPARTMENT: Senior and Volunteer Services

REPORTS TO: Director of Senior and Volunteer Services

BASIC FUNCTION: Performs routine administrative and community engagement duties for the Senior and Volunteer Services Department, in a manner that reflects positively on the agency.

DUTIES AND RESPONSIBILITIES:

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Work closely with Director of Senior and Volunteer Services to prepare accurate and complete Advisory Council materials.
2. Assist with maintaining Advisory Council Meeting Manuals.
3. Assist with maintaining current Advisory Council Rosters.
4. Record minutes in various meetings.
5. Assists with day-to-day efficient operation of Senior & Volunteer Services offices.
6. Assist with maintaining the Foster Grandparents Policy & Procedure Manual, and the 9/11 Day of Service and Remembrance Policy & Procedure Manual. Ensure employees receive changes and updates to the manuals.
7. Communicate department information to employees and the community via submission through Agency Newsletter, Agency Website, Agency Social Media pages and postings for Bulletin Boards.
8. Be informed, courteous, and gracious with the public and staff on the phone, and in person.
9. Maintains departmental supply inventory.
10. Assure necessary purchases under the direction of the Senior & Volunteer Services Program Director.

11. Exhibit a high level of confidentiality and maintain a professional demeanor.
12. Have the ability to occasionally work beyond normal business hours as deemed necessary.
13. Obtain and submit Foster Grandparent volunteer's timesheets.
14. Assist with volunteer events, trainings, and activities.
15. Assist with data collection and running reports via the Volunteer Software Database, and Abila.
16. Assist with obtaining In-kind and non-federal donations.
17. Establish and maintain program informational binders.
18. Work closely with Volunteer Coordinators to assure administrative needs.
19. Develop relationships with media outlets to assure positive and meaningful coverage of Day of Service events.
20. Complete and submit Weekly Task Projection Sheets to the Program Director each Friday via email.
21. Attend staff meetings and community meetings to promote the 9/11 Day of Service Program and the Senior and Volunteer Services Department.
22. Participate in training opportunities to increase work performance and professional development.
23. Performs other duties and responsibilities as assigned by Program Director.

TELECOMMUTTING ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

In the event of a natural disaster and/or pandemic, this position may operate on a telecommuting and/or modified work schedule. Please note, all duties listed in the job description will still be required with possible needed revisions/adjustments.

1. Work closely with Director of Senior and Volunteer Services to prepare accurate and complete Advisory Council materials.
2. Assist with maintaining Advisory Council Meeting Manuals.

3. Assist with maintaining current Advisory Council Rosters.
4. Record minutes in various meetings. Such duties will be conducted remotely/virtually or within a manner that meets any set agency policies and state and federal Executive Orders.
5. Assist with day-to-day efficient operation of the Senior & Volunteer Services offices. Such duties will be conducted remotely/virtually or within a manner that meets any set agency policies and state and federal Executive Orders.
6. Assist with maintaining the Foster Grandparents Policy & Procedure Manual, and the 9/11 Day of Service and Remembrance Policy & Procedure Manual. Ensure employees receive changes and updates to the manuals. Such duties will be conducted remotely/virtually or within a manner that meets any set agency policies and state and federal Executive Orders.
7. Communicate department information to employees and the community via submission through an Agency Newsletter, emails, social media pages, and postings for Bulletin Boards.
9. Be informed, courteous, and gracious with the public and staff on the phone, virtually and in person.
10. Maintains departmental supply inventory.
11. Assure necessary purchases under the direction of the Senior & Volunteer Services Program Director.
12. Exhibit a high level of confidentiality and maintain a professional demeanor.
14. Have the ability to occasionally work beyond normal business hours as deemed necessary.
15. Obtain and submit Foster Grandparent volunteer's timesheets via scans and emails. If a temporary stipend allowance is provided by AmeriCorps Seniors, timesheets should be submitted without Foster Grandparent's signature, with the approved disclaimer statement.
16. Assist with virtual and drive-thru volunteer events, trainings, and activities.
17. Assist with data collection and running reports via the Volunteer Software Database and Abila.
18. Assist with obtaining In-kind and non-federal donations via a virtual/remote format.
19. Establish and maintain program informational binders.
20. Work closely with Volunteer Coordinators to assure administrative needs.
23. Develop relationships with media outlets to assure positive and meaningful coverage of Day of Service events via remote processes, when warranted.
24. Complete and submit Weekly Task Projection Sheets to the Program Director each Friday via email.

25. Attend virtual staff meetings and community meetings to promote the 9/11 Day of Service Program and the Senior and Volunteer Services Department.

26. Participate in virtual training opportunities to increase work performance and professional development.

27. Performs other duties and responsibilities as assigned by Program Directors.

Education, Experience, Knowledge and Skills Qualifications:

- Associate Degree in related area of study, plus one additional year of college course work and/or equivalent experience.
- Skills in database management and record keeping.
- Excellent computer skills, including Word, Excel, PowerPoint, etc. in MS Windows environment.
- Effective and efficient oral and written communication skills.
- Must be able to exhibit a high level of confidentiality and maintain a professional demeanor.
- Valid Driver's License
- Reliable personal transportation
- Ability to solve practical problems and deal with a variety of concrete situations.
- Ability to prioritize demands in order to meet requirements and timelines.
- A minimum of one year of successful administrative experience.

Physical Requirements:

- Prolonged periods of sitting, standing, bending, stooping, and reaching.
- Will work in a variety of environments and weather.
- Must be able to lift 40 pounds at a time.

Travel Requirements:

- Position requires local travel within departmental service areas.
- Ability to travel in and out of state to attend Professional Development Trainings.

Pre-Employment Requirements:

- Tuberculosis Skin Test
- Physical/Health Assessment
- NC DHHS Criminal Records Check
- National Service Criminal History Check in accordance with AmeriCorps (CNCS).
- Valid Driver's License

Other Agency Requirements

1. Establishes and maintains an open and cooperative working relationship with the community, employers, program staff, administrators, volunteer stations and partners, supervisors, and co-workers.
2. Understands and follows the chain of command and lines of authority.
3. Understand and follows the Agency Personnel Policies and Procedures, AmeriCorps Seniors Regulations, AmeriCorps Regulations, the Foster Grandparents Policies and Procedures, the 9/11 Day of Service Program Regulations and Policies and Procedures, and any other required documents.
4. Establishes and maintains a public image that will reflect positively on individuals, the Senior and Volunteer Services Department, the project, and the Agency.
5. Provides continuous follow-up.
6. Successful completion of health examination (annual).
7. Successful completion of TB Skin Test (once every 3 years).
8. Successful completion of the NC DHHS Criminal Records Check (once every 3 years).
9. Successful completion of the CNCS National & State Criminal History Check.
10. Assure annual AmeriCorps (CNCS) CRC training via Litmos.

WORKS CLOSELY WITH:

- Director of Senior and Volunteer Services
- Volunteer Coordinators
- Program Assistants
- Executive Assistant
- Advisory Council
- Greene Lamp staff
- Staff of public agencies and community volunteers.
- Agency Executive Director
- Deputy Director

CRITERIA:

SALARY GRADE: Grade III

ACKNOWLEDGEMENTS:

I have reviewed and discussed job description with the hiring supervisors. I acknowledge that I have read and understand the job requirements, core functions and duties of my position.

***DISCLAIMER:** The job description does not imply an employment contract, nor is it intended to include every duty, task or instruction for which the employee is responsible.*

Employee Signature/Date

Supervisor's Signature/Date