**PROGRAM ASSISTANT (Multiple Programs)**

**JOB DESCRIPTION**

**Purpose:**

Under supervision of the Program Manager, the Program Assistant performs tasks that are supportive in nature to program staff and participants. The position handles phone-based and in-person inquiries and fulfills service requests, scheduling, case file documentation, and data entry, and assists team members in delivery of human services programming. The position may also conduct program related home visits, transport items between sites, and/or make deliveries.

**Essential Functions:**

Customer Service functions may include, but are not limited to:

* Greet visitors and respond to incoming and outgoing calls and inquiries
* Assist with intakes, service requests or change orders
* Verify participant eligibility and authorizations for the requested service(s)
* Perform accurate and timely data entry using assigned data management systems
* Prepare new client packets
* Maintain accurate paper documentation
* Provide individuals with program information, respond to questions, provide referrals to internal and external resources, and coordinate access to community resources
* Communicate service requests and related issues to the Program Manager
* Maintain office and workspace cleanliness and organization, restock supplies as needed

Case Management Support functions may include, but are not limited to:

* Coordinate service requests for participants, provide participants with program information, respond to questions
* Provide community resource referrals to internal and external resources as appropriate
* Document all referrals and record case notes for all participant interactions in hard copy and data management system
* Scan and upload documents relating to case records
* Assist participants with completion of program forms, including collection of necessary documents
* Provide additional support during scheduled activities and large events at various facilities

General Requirements:

* Serve as back up driver when necessary and as assigned
* Adhere to agency and contract standards and requirements
* Assist with other duties as needed and appropriately assigned
* Provide excellent customer service and exhibit respectful, professional conduct in all communications including in-person, written, and via technology. This includes good working

communication with team members, the ability to set appropriate professional boundaries, to respond to and manage conflict that may arise, and maintain a positive, participant-oriented attitude.

* Maintain an established work schedule, including a level of self-direction and responsibility

**Qualifications:**

* Knowledge of and sensitivity to culture and socioeconomic characteristics of people from backgrounds of disadvantage
* Passionate about delivering quality service and making a difference in the participant experience
* Demonstrated capability of working in high call/traffic volume settings
* Must be courteous with strong customer service orientation
* Effective skills in the logistics of organizing and scheduling
* Excellent multitasking abilities required
* Quick typing skills and intermediate MSOffice and database experience required
* Bilingual English/Spanish desired
* Able to lift up to 40lbs

**Education/Experience:**

* Minimum of one year related and responsible work history in a human service setting indicating dependability, initiative, flexibility and ability to follow directions
* Possess a high school diploma or GED equivalent

**License and Certification:**

* Possess Arizona Driver’s License and a vehicle to use in performance of job if needed
* Upon hiring, ability to obtain DPS Level One Fingerprint clearance card, and Adult Protective Service and Central Registry Clearance.
* Maricopa County Food Handlers Card may be required after hiring.

**Status:** Part-time, non-exempt, averaging 20 hours per week

**Compensation:** $16 - $17 per hour

**Benefits:** TCAA provides a robust additional benefit package to complement compensation. This package includes paid holidays including a personal birthday and religious/cultural preference holiday, vacation and sick time accrual that increases with tenure, as well as medical, dental and vision insurance, life insurance, disability benefits, Health Savings Account, Employee Assistance Program, telemedicine, and retirement. TCAA pays 100% of the employee’s premium for medical insurance.

**TCAA is an Equal Opportunity Employer**

Tempe Community Action Agency is committed to maintaining and promoting a diverse, inclusive, accessible and equitable environment where all employees are welcomed, respected and valued regardless of age, race, ethnicity, religion, national origin, sexual orientation, gender identity or expression, disability/medical condition, or any other status. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and organization’s achievement as well.  We recruit and retain individuals with backgrounds and skills from across the professional spectrum who join our organization because they want to make a real difference in the lives of our neighbors.