



## **Job Description**

### **Job Title**

**Program and Administrative Assistant**

**FTE - 1**

### **Reports To**

Administrative Manager

### **Position Description**

This position is responsible for administrative and project support to maximize productivity and promote achievement of Casa de Esperanza's goals. The Program and Administrative Assistant provides general administrative support at the administrative front office and supports programs, managers, and directors.

### **Functions**

Provide organizational administrative support for Casa de Esperanza

- Provide a welcoming, professional reception on the phones and for visitors to the Griggs office. Answer phones calls coming in to Casa de Esperanza and channel to appropriate staff.
- Assist Administrative Services Manager as needed to ensure the organization's administrative/front office needs are met.
- Facilitate systems and processes to support effective communications and office functioning.
- Oversee ordering and organizing of office supplies.
- Manage supplies of Casa de Esperanza promotional materials and orientation materials.
- Support site visit and other meetings at the Casa de Esperanza office.
- Provide support for staff in IT issues including annual inventory.
- Provide support in database work.

Provide support to the accounting area

- Assist in support to the finance director and accountant, as needed, including payroll, audit, budget, and general administrative support.

Provide special project support to the fundraising work area to fulfill the fundraising goals

- Support the director of development in special events, individual solicitations, donor recognition.
- Record donation information in Filemaker and send out letters to donors: cash donors, in-kind donors, workplace giving donors, special event donors.

Provide managers and directors with overall program support as needed.

- Assist in managing schedules, meetings, and travel arrangements.
- Assist with preparation of program materials. Edit and produce well-designed, error-free correspondence and other documents.
- Assist in and/or prepare various reports in a timely manner.
- Ensure support is provided in a timely manner.

Other duties as assigned

Teamwork Environment

- Use team resources to effectively fulfill responsibilities and agency goals. Participate in ensuring focus on agency mission and fulfilling agency goals.
- Promote cooperative efforts in effective communication, meeting challenges and decision-making.
- Provide support and an atmosphere for open communication.
- Model a positive work environment that embodies Latin@ cultural strengths, interdependence and communalism.

### **Qualifications**

- Education and Experience
  - Minimum of a two-year vocational or technical degree.
  - Two years post administrative support experience.
  - A combination of education and experience providing equivalent knowledge.
- Skills and Abilities
  - Skills in effective oral and written communication in both English and Spanish.
  - Ability to model behavior consistent with the Casa de Esperanza mission.
  - Ability to manage or coordinate multiple priorities/projects and ensure work is completed in a timely and productive manner.
  - Understanding of importance of maintaining confidentiality.
  - Knowledge of, and ability to apply office and business management procedures, and to use computer and other technical resources effectively to accomplish work.

### **Working Conditions**

- Casa de Esperanza strives for a fully inclusive work environment and does not discriminate on the basis of race, creed, color, sex, national origin, ancestry, religion, age, disability, sexual orientation, or marital status.

The above statements are not intended to encompass all functions and qualifications of this position; rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

### **To apply**

Send resume and cover letter to Carol at [czapfel@casadeesperanza.org](mailto:czapfel@casadeesperanza.org).