

**Title**

Program Assistant (Bilingual English / Cantonese)

Updated: 11/28/18

Job Overview

Assist with and coordinate the Family Support program activities to ensure our programs are high quality and meet the needs of our families and community. Working collaboratively with other program staff, this position will plan programs, facilitate support group, gives information and referrals, support in the classroom as needed, etc. This position reports directly the Family Support Manager.

Essential Duties and Responsibilities

- Complete administrative duties such as organizing SharePoint and physical files, entering data into the CMS and ETO, send professional email correspondence, and create / update / distribute program flyers and calendars.
- Assist with inventory and organization of materials and supplies, order of food for events, confirm childcare, and contact presenters
- Oversee and manage the petty cash, update the deposit log, and generate basic financial reports
- Become familiar with Family Support program and structure; work with staff to coordinate workshop and events
- Facilitate surveys and evaluations of family support programs, work with Family Support Manager to learn how these surveys are used to support family support initiatives, grant proposals, and reports.
- Attend relevant trainings as deemed by your supervisor such as training by the Family Resource Center Initiative (FRCI) and the San Francisco Family Support Network (SFFSN)
- Facilitate written translation of materials via software and contractors
- Provide verbal translation of various program related forms and communication between families and staff, especially during intakes
- Provide upkeep and maintenance of program attendance sheets and complete evaluations and surveys
- Help outreach efforts; including conducting outreach at public and private organizations, community and citywide events, as we all maintain outreach area and materials (i.e. weekly outreach route postings, social media postings, resource brochure cabinet)
- Assist in classroom and other ad hoc projects/tasks as needed

Qualifications

- Minimum one year of administrative office experience
- AA in Child Development or related field prefer
- Experience working with young children and families of diverse backgrounds
- Bilingual in Cantonese/English
- Familiar and have experience working in different databases
- Strong administrative and organizational skills, including computer literacy and familiarity with MS Office.
- Ability to problem solve and work independently
- Team player and flexible
- A warm and caring personality



- Excellent communication skills

Physical I Requirements

Administration

- requiring frequent sitting, typing and computer use
- occasionally requires pushing and/or pulling objects, lifting and/or carrying up to 25 lbs.
- requires the ability to frequently move about or remain seated depending on the task at hand

Compensation and Application Process

- \$15-19/hr, Full-time / Exempt, with full health benefits including chiropractor and acupuncture
- To apply, email your cover letter (required) and resume to: jobs@portolafc.org. Please, absolutely no inquiring phone calls!

Family Connections is an Equal Opportunity Employer.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.