



Program Assistant
Monday – Friday 8:30 am to 1:30pm

The Program Assistant will be responsible for supporting the Day Resource and Client Assistance programs.

Duties and Responsibilities:

- Answer phones and assist callers
- Process mail daily
- Create and maintain client files
- Work the front desk when needed
- Meet with crisis clients and obtain all crisis information as well as updating clients with crisis decisions
- Assist clients with appropriate community referrals and resources
- Receive in-kind donations and put them away
- Keep supply of all organization forms updated and stocked
- Assist with special events and fundraising
- Data entry into the Homeless Management Information System (HMIS)
- Purchase and pick up supplies as needed
- Oversee work of maintenance vendors
- Assist staff to accomplish the work of the organization
- Other duties as assigned

Job Qualifications:

- Experience/comfort working with homeless and mentally ill population
- An understanding of and respect for the diversity within a community
- Experience in using Microsoft Office, data entry, and multi-line phone system
- Ability to communicate effectively in a personable and professional manner
- Ability to multi-task and work in a fast-paced environment
- Initiative and ability to accept new challenges and assignments
- Able to maintain confidentiality and process sensitive information
- Must have car and valid driver's license

Benefits:

- PTO accrued bi-weekly
- Simple IRA matching after one-year employment

Physical Demands

Walking, standing and sitting for short periods of time. Lifting up to 40 lbs. Reasonable accommodations will be made if necessary. Reach of Washington County is an Equal Opportunity Employer.

If you are interested and feel you are qualified for this position, please submit your resume and cover letter to **Jackie Strama at Jackie@reachofwc.org by Monday, November 7th**. No phone-calls please.