



**Cincinnati Youth Collaborative  
Program Support Administrative Assistant**

**Position Title:** Program Support Administrative Assistant

**Reports to:** Director, Education Services

**FLSA Status:** Nonexempt

**Background:** The Program Support Administrative Assistant answers directly to the Director, Education Services. As such, the support provided extends to a many staff members assigned to various programs and regions.

**Job Function:** The Program Support Administrative Assistant provides administrative support to a variety of programs including but not limited to CYC's Talent Search, Volunteer programs and Education Services

**Core Duties and Responsibilities:**

- Coordinates office, procurement and accounts payable for Talent Search, Volunteer programs and Education Services.
- Supports education programs
- Provides periodic onsite program support
- Maintains school assignment list
- Maintains partner contact list
- Processes Talent Search and volunteer applications and creates participant/volunteer files
- Oversees the maintenance of records/files/databases
- Performs clerical duties as filing, typing, duplicating
- Conducts Education Services purchasing
- Closely monitors program expenditures
- Assists with coordinating projects and events
- Co-chairs the United Way campaign
- Collects, compiles and maintains all necessary records and information required by the volunteer program, including the volunteer database and processes all background checks
- Responds to volunteer correspondence and inquires
- Compiles and analyzes volunteer data and uses for continuous improvement of volunteer management.
- Assists Volunteer Manager in the screening, training, retaining and recognizing of volunteers
- Assists staff with scheduling needs and travel arrangements, association memberships and event registrations

- Performs other duties as necessary

### **Knowledge, Skills and Abilities**

- Excellent interpersonal, verbal and written communication skills
- Accurate and detail-oriented
- Strong note-taking, scribing and transcribing skills
- Excellent organizational and time management skills with the ability to effectively balance and integrate task-oriented and process-oriented responsibilities
- Ability to multi-task
- Ability to meet deadlines in a fast-paced environment
- A strong understanding of volunteer value and advocating for volunteers
- Help build an atmosphere of teamwork and commitment between staff and volunteers
- Strong project management, problem solving and trouble-shooting skills
- Excellent interpersonal, oral and written communication skills
- Ability to effectively communicate the work of CYC to the community
- Mastery of Microsoft Office Suite including Outlook, Word, Excel, PowerPoint and other applicable software.
- Knowledgeable about volunteer training curriculum, volunteer recruitment and retention
- Self-starter with the ability to work independently
- Strong and responsive customer service skills

### **QUALIFICATIONS**

- Associate degree or at least 2 year's office experience with current office technology preferred
- Clerical training/certification
- Experience and proven skill set may replace training/certification
- Experience in a clerical, communications, records management or logistics setting
- Background or experience in social services and/or educations preferred
- Proven success in working with diverse populations (students, parents, volunteers, school staff, corporate representatives) in a variety of settings, including those from low-income and/or urban backgrounds

### **Physical and Mental Demands**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. The employee is:

- Able to sit, stand, walk, climb, stoop, kneel or balance with body motor skills sufficient to enable incumbent to move around the environment.

- Digital dexterity and hand/eye coordination in performance of tasks.
- Able to speak and hear.
- Able to lift and move up to 10 pounds and occasionally lift and move up to 25 pounds.
- Able to use hands to finger, handle or feel, and reach with hands and arms.
- Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Able to compare, decide, problem solve, analyze, instruct and interpret.

CYC is an Equal Opportunity Employer

Revised: 5/17/17,2/19/20,3/11/20, 6/25/2020