

## **Job Posting**

**Position Title:** Program Assistant

**Agency:** Community Action Partnership

**Classification:** Non-Exempt

### **Agency:**

Community Action Partnership for Madison County is a private, non-profit, anti-poverty agency that assists individuals and families through a variety of programs. Established in 1983, the agency provides services in Madison, Herkimer and Oneida counties from five office locations. The agency is guided by a strength based philosophy that all individuals and families have strengths and that identifying and building on those strengths makes change possible. Some of the primary programs offered by the agency are Healthy Families, Early Head Start, WIC, Transitional Housing, crises management, parenting and mentoring.

### **JOB SUMMARY:**

Provide assurance of an inviting and welcoming atmosphere for both consumers and staff. Responsible for greeting the public and keeping the office covered during scheduled office hours. Provide support to agency staff to ensure effective and efficient delivery of services

### **JOB DUTIES:**

- Set the tone for excellent customer service.
- Responsible for front desk coverage and greeting the public; answering calls and talking to clients.
- Provide clerical support to agency program including data entry, copying and printing, faxing, scanning and maintaining files.
- Responsible for accurate input of data as required by program.
- Coordinate the ordering and distribution of supplies. Maintain organized files, and tracking supply orders.
- Work with contracted businesses including but not limited to, office supply company, telephone company, postal meter company, cleaning company, UPS, FedEx.
- Responsible for the building support which includes office key control and tracking.
- Act as Safety Officer for the building which includes building inspections and quarterly fire drills.
- Responsible for Onboarding support which includes employee id, business cards, office/extension list update, basic IT support.
- Operational duties which include postal meter instructions, rebooting the phone system and WI-FI router and keeping "How To" instructions current.

### **QUALIFICATION AND SKILLS:**

- High school diploma or GED required.
- One year experience in an office or human service agency environment is preferred.

- Must possess strong oral and written communication skills and a general math aptitude, as well as the ability to work independently and as a team member.
- Proficient in use of computer and Microsoft applications (particularly Word); experience with automated data bases preferred.
- Must be well organized and have excellent time management skills.
- Valid driver's license and reliable transportation.

Candidates must be able to pass an acceptable background check. Employment will be conditional pending the outcome of the check. If you are interested in being considered for this position, please submit your resume and cover letter to: [HR@capmadco.org](mailto:HR@capmadco.org). CAP is an EOE/AAE.