



Voices for Children, Inc. Job Description

Job Title: Program Support Specialist

Classification: Exempt, Full Time

Reports To: Program Director

Qualifications: HS Diploma or GED and/or coursework in nonprofit management, social work or office administration. At least 2 years of experience as a secretary/receptionist in a service agency.

Summary of Job Responsibilities:

The Program Support Specialist is primarily responsible for supporting the direct service work of Voices for Children. Duties include but are not limited to: answering the phones in a timely and courteous manner; maintaining volunteer files; serving as supervisor and volunteer support; sending out correspondence; data entry and maintenance of Optima information; performing other special projects that benefit the lives of the children we serve.

Essential Responsibilities and Duties:

- Answers phones and screens and directs calls in a timely and courteous manner.
- Greets people as they enter the office and help direct visitors.
- Maintains a clean and welcoming office environment free from clutter and debris.
- Assists the volunteers by taking and relaying messages and maintaining volunteer forms.
- Serves as back up for running CPS checks.
- Assists with creating monthly timesheets for all staff.
- Creates Volunteer files (scanning background check forms and Driver licenses).
- Sends electronic references for pending volunteers, as needed.
- Creates closed case letters for Board meetings.
- Monthly Board meeting set up and packet preparation.
- Assists with sending out volunteer cards (birthday, losses, get well, etc.) as needed.
- Assists with the monthly Volunteer Newsletter as needed.
- Assists volunteers with technology needs relating to the program.
- Monitors Program email and forward emails accordingly.
- Enters new case information into Optima.
- Distributes all case related correspondence or documents received to the office, to the appropriate supervisors.
- Runs Health Passport.
- Sends dockets to court and supervisors.
- Assists Program Director with monthly reports and other projects/assignments.
- Assist with Program initiatives.
- Other duties as assigned.

Qualifications

- Excellent interpersonal, written and verbal communication skills.
- Ability to use word processing, database, and other computer programs.
- Demonstrates initiative to identify and solve problems creatively and effectively, prioritizing the needs of the child, volunteer and/or organization.
- Demonstrates passion for CASA's mission.
- Demonstrates ability to contribute to a climate where people are motivated to do their best and manage conflict effectively.
- Demonstrates ability to work under time constraints, be goal-oriented and maintain productive and effective relationships with staff, volunteers and community supporters.
- Demonstrates commitment to the values of diversity and inclusion.
- Demonstrates integrity, honesty and ethical conduct.
- Strong organizational and time management skills.
- Self-motivated with ability to take initiative; desire to surpass expectations.
- Ability to multitask, set priorities, and meet deadlines.
- Reliable transportation and valid driver's license required.
- Must satisfactorily pass all applicable background checks.

Physical Requirements and Work Environment

The Program Support Specialist will spend time in the office that could involve intermittent physical activities including bending, reaching, sitting and walking during working hours. Additionally, it is anticipated that the person may spend several hours of each day seated at a PC. Reasonable accommodations may be made to enable a person with physical disabilities to perform the job.

Employee Signature

Date