



Department	Programs
Job Title	Program Assistant
Reports to	Program Coordinator

Travel Required ✓ Local	Type of position: ✓ Full-time, Non-Exempt	Hours: ✓ 40
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GENERAL POSITION DESCRIPTION

As a member of the Programs team, the Program Assistant provides administrative support to the Program Coordinators, and other program staff as needed. This position provides assistance in the areas of program coordination and delivery. It is essential that the person in this role have excellent written communication, strong organizational skills, knowledge of African American youth opportunities and challenges and can speak to youth and families about how CLD can help them address these challenges. This role could work at CLD's Main Campus as well as satellite schools and community locations.

ROLES & RESPONSIBILITIES

- Assembles program materials, to include printing, collating and distributing.
- Ensures program space is ready for each day of programming.
- Completes general clean-up of program space, to include removing garbage left on the floors, sweeping and/or vacuuming.
- Organizes and maintains program supplies.
- Communicates with students and parents via email and telephone.
- Answers participant questions regarding program schedule.
- Provides facilitators with Survey Monkey links to program surveys and sends reminders via Survey Monkey, as instructed by the Program Coordinator.
- Maintains program attendance records.
- Monitors, inputs and tracks registration forms entered into the Apricot database.
- Assists Program Coordinators with the completion of the program Close-Out form.
- Schedules meetings for Program Coordinators and other staff, as needed.
- Consistently reviews and communicates outcomes with Program Coordinators.
- Provides administrative support for program orientations and other events and helps to set up and tear down after events.
- Assists with recruitment phone calls, as needed.
- Follows Standard Operating Procedures and duties as assigned in Monday.com
- Attends 1 recruiting event per month at the direction of Program Coordinators.
- Complies with mandatory attendance at the following annual CLD events: Minority Achiever's Awards and Scholarship Gala, College Prep Conference, Indiana Black Expo and all graduations unless instructed otherwise.
- Adheres to professional personal presentation following CLD dress code policy.
- May perform specialized activities in direct support of the accomplishment of organizational objectives and the CLD mission.
- Other duties assigned



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WORK EXPERIENCE AND SKILLS REQUIREMENT

- Proficient in MS Office.
- Working knowledge of database input and management.
- Ability to speak with tact, diplomacy, and persuasiveness both in person and on the telephone.
- Familiarity with Monday.com visual team management web application.
- Strong organizational and communication skills with excellent grammar.
- Ability to work well under minimal supervision.
- Good attention to detail as the information worked with will be used for senior level decision making so it is vital it is correct.
- Prior success at executing projects in a timely manner and in achieving results on schedule.
- Accepts criticism and deals calmly and effectively with high stress situations.
- Persistence in the face of obstacles and to considerable variety in the workplace.
- Ability to effectively use a variety of office equipment such as multi-line telephone, copier and fax.

ATTRIBUTES

- Impeccable character.
- Strong willingness to take on responsibilities and challenges.
- Pleasant with others on the job and displays a good-natured, cooperative attitude.
- Prefers to work with others rather than alone, and is personally connected with others on the job.

EDUCATION and/or CERTIFICATION REQUIREMENTS

- High School Diploma, some college preferred.

PHYSICAL REQUIREMENTS/DEMANDS

- Generally sedentary work, remaining in a stationary position for long periods of time, extensive computer usage, hand-eye coordination. Events do require physical exertion, including lifting of boxes no more than 30 lbs., moving chairs and tables, loading and unloading supplies.
- Must have reliable transportation.
- Requires travel to satellite schools and community locations. Travel is within Indianapolis and the suburbs of Indianapolis.
- Must be willing to work some evenings and Saturdays.

WORK ENVIRONMENT

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, printers, scanners, laminators and photocopiers.



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