



PROGRAM ASSISTANT II_CICLA

Job Description Form

Division/Department	Center for Immigration and Citizenship Legal Assistance		
Location	2010 Bridge Blvd. SW, Alb., NM 87105		
Reports to	Emily Alvarez	Title	Center Director

Level/Grade	Type of position:	Hours <u>approx. 40</u> / week
3	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<input type="checkbox"/> Exempt
	<input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Nonexempt

SUMMARY

In addition to the duties associated with Program Assistant I, provide full administrative support services to one or two supervisors or meet a department's varied administrative/clerical needs. This position is characterized by the performance of a variety of administrative, programmatic and logistical support duties.

RESPONSIBILITIES

- Assist with the assurance of program(s) reporting compliance.
- Assists with preparation of client cases and provides referrals to community resources.
- Obtains basic, preliminary information from clients who phone/walk-in, and provides information and referrals to clients.
- Maintain an organized system of tracking, monitoring, and prioritizing tasks and projects.
- Assist in supervising other assistants on the team.
- Works on data entry and prepares statistical reports as requested.
- Files necessary documents in a timely manner.
- Schedules clients and maintains the waiting list.
- Respond appropriately to the cultural differences present among the Agency's service population.
- Incorporate and demonstrate the mission, vision, work, core value and activities of Catholic Charities in a positive manner with all staff, clients and the general public at all times.
- Complete all other duties as assigned.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to sit; use hand to finger, handle or feel, and talk or hear. The employee is frequently required to walk or stand, reach with hands or arms, climb or balance, stoop or kneel. Specific vision abilities required by this job include close and distance vision.

WORK EXPERIENCE REQUIREMENTS			
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<ul style="list-style-type: none"> - Three years minimum of administrative experience required. - Proficiency in MS Office Suite and database navigation required. - Experience working with agencies that serve vulnerable populations preferred. - Strong oral and written communication skills. - Ability to communicate and work effectively with a diverse group of residents, staff and community partners. - Must be able to work independently with minimum supervision and able to relate to the public. 			
EDUCATION REQUIREMENTS			
<ul style="list-style-type: none"> - AA degree in business or related field; OR a satisfactory equivalent combination of education and experience. - Bilingual in English/Spanish will be required for specific positions; preferred for others. 			

Employee's

Signature: _____ **Date** _____

THIS SECTION IS COMPLETED BY HUMAN RESOURCE

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	
DATE HIRED	