



JOB ANNOUNCEMENT

JOB TITLE: Program Assistant
REPORTS TO: Director of Programs
STATUS: Full-Time (40 hrs/wk), Non-Exempt
LOCATION: Lancaster, PA
OPEN UNTIL: Position is Filled

Compass Mark is a non-profit organization founded in 1966 with a mission to prevent addiction through education, skill-building, and community mobilization. Serving Lancaster, Lebanon, and Chester Counties, Compass Mark provides a wide range of science-based prevention programs designed to guide and empower all people toward healthy, fulfilling lives free from addiction.

SUMMARY DESCRIPTION:

The Program Assistant performs various administrative duties related to overall office operations and provides a welcoming first point of contact for telephone callers and office visitors. The Program Assistant is responsible for accurate and timely data entry, program record-keeping, and collaboration with the Director of Programs to develop various program-specific reports. The Program Assistant is also responsible for the accurate collection, entry and reporting of program activities into external databases and internal Excel tools designed to measure the success of prevention programs.

PRIMARY RESPONSIBILITIES:

1. Serve as the initial point of contact for all incoming telephone calls and in-person office inquiries and refer them to appropriate staff.
2. Provide Information & Referral services to community members seeking access to treatment and recovery resources via email, phone, and website chat. Listen carefully to the individual's stated need and refer them to appropriate helping agencies or provide information to address their request.
3. Coordinate common space and room scheduling requests using system as determined by the organization.
4. Support a variety of trainings offered to professionals and the general community; this may include placing catering orders, monitoring training supplies, or training set up and tear down as needed.
5. Assist staff with administrative duties related to trainings and other events, which may include preparation of handouts, badges, materials, etc.
6. Conduct period filing of materials and program records, including monitoring and maintaining confidentiality of materials and managing record retention requirements.
7. Assist with various special projects as assigned and assume responsibility for the development, administration and promotion of these projects.
8. Prepare and mail all USPS/UPS/Fed Ex packages as requested.
9. Gather and distribute incoming mail and follow procedures for recording and acknowledging the receipt of cash, checks, and in-kind contributions.
10. Provide administrative support for the hiring process through advertisement for open positions, collection of resumes, and communication with hiring supervisors regarding candidate documents and processing status.

11. Manage volunteer recruitment and application process, including connecting candidates to program staff as appropriate.
12. Input program outcome data and activity records into state and internal databases within specified timeframes as required by state and county stakeholders.
13. Provide reports of any entered data on a regular basis and as requested.
14. Maintain data collection & evaluation tools that support Compass Mark program quality and effectiveness.
15. On an ongoing basis, evaluate and recommend any changes pertaining to the use of data to identify or report community, organizational, or program trends related to quality or efficacy.
16. Support the mission of Compass Mark in the community and adhere to the agency's core values.

REQUIRED QUALIFICATIONS

Education & Skills: Minimum high school diploma required. Additional education resulting in a technical certificate or other formal post-secondary degree is preferred. Must have experience with Microsoft Office Suite (Word, Outlook, Excel, PowerPoint) and other similar programs. Must have high fluency within Excel program including the ability to create and modify existing data reporting tools. Must have formal training in traditional office procedures and the use of basic office equipment. Ability to communicate accurately and clearly (oral and written) and maintain a pleasant, professional, team-oriented approach to customer service. Must be able to uphold a high level of confidentiality concerning individuals involved in Compass Mark programs.

Qualities: Must possess highly effective time management skills amidst shifting priorities; Ability to take initiative on projects when opportunities arise; Able to work with limited supervision; Enjoy independently solving unexpected problems that may arise; Take genuine satisfaction in successful interaction with co-workers, community members, volunteers and the general public; Able to continually establish and maintain an environment of highest professionalism congruent with a friendly atmosphere; Commitment to cultural awareness and sensitivity; Strong analytical and problem-solving skills; Attention to detail and high level of accuracy.

Language & Reasoning: Ability to read, analyze, and interpret information. Ability to communicate clearly and effectively in English, including verbally and in writing. Ability to solve practical problems and interpret a variety of instructions in written and oral form.

Travel: Employee must have a willingness to travel and access to reliable transportation.

Work Environment and Physical Demands: The employee is frequently required to stand, walk, sit and reach with hands and arms. Must be able to move about the office to access files and equipment, and operate a telephone, mouse, and keyboard. The employee must be able to occasionally lift and/or move up to 25 pounds. Other abilities required by this job include the ability to adjust focus, concentrate for extended periods of time, and talk and hear. The noise level in the work environment is usually moderate.

EMPLOYEE BENEFITS

Compass Mark offers a competitive benefit package for all full-time employees which currently includes health insurance (Compass Mark pays 90% of employee medical premium), term life insurance, paid time off, paid holidays, tuition reimbursement / educational assistance, a generous 401k retirement plan, and other benefits.

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regard to race, color, religion, genetic information, national origin, sex, pregnancy, childbirth, or related medical conditions,

age, disability, citizenship status, uniform service member status, sexual orientation, familial status, gender and gender identity, and any other protected class under federal, state, or local law.

Compass Mark values diversity and desires applications from diverse individuals.

TO APPLY

Email a cover letter and resumé to Teri Miller-Landon at tmiller-landon@compassmark.org or mail to: Compass Mark, 1891 Santa Barbara Drive Suite 104, Lancaster, PA 17601. No phone calls, please.