

**JOB OPENING (JOB CODE: LR007)**

**[JOB TITLE:] Program Assistant**

**[SALARY BASE:] \$14.50/hour**

**[CONTACT:] Human Resources Dept. 2701 S. Chase Avenue. Milwaukee, WI 53207**

**[LOCATION:] Milwaukee**

**[STATUS:] Full Time [TERM:] Regular**

**[CLOSING DATE:] Until filled**

**[APPLICATION DEADLINE:] Until Filled**

**[NUMBER OF OPENINGS:] 1**

**[JOB TYPE:] Internal/External**

**[SUMMARY:]**

Under the supervision of the Latina Resource Center (LRC) Director, the Program Assistant is responsible for providing program specific support in the day-to-day operations of the Latina Resource Center. Responsibilities include but not limited to clerical and reception support, pre-screen clients for program eligibility, assist with LRC crisis line, and designate clients to appropriate staff and/or programs. The Program Assistant will ensure that staff, clients and visitors adhere to the Latina Resource Center safety protocols. The Program Assistant will assist the LRC Director with wide variety of tasks.

**[JOB DUTIES:]**

1. Serve as the initial point of contact for Latina Resource Center incoming calls, client referrals and visitor requests
2. Assist the Latina Resource Center Director maintain and submit check requests, purchase requisitions, invoices, credit card receipts and other purchase documentation
3. Assist with gathering program performance reports and assist with preparing program reports, program surveys
4. Assist with maintaining staff and program schedules, PTO requests and staff absences (emails, phones messages).
5. Assist with scheduling meetings and assist with preparing for onsite and/or virtual meetings.
6. Accurately record minutes from meetings with MOU partners and/or community partners.
7. Coordinate advocates schedules, group meetings and program community meetings.
8. Conduct Client Pre-Screening to assess client safety, program eligibility and direct case to Intake Specialist and/or appropriate staff
9. Provide crisis support to emergency walk-ins and agencies requesting immediate advocacy services and direct to Bilingual Intake Specialist and/or appropriate staff
10. Assist with responding to the Latina Resource Center Crisis Line accordingly
11. Responsible for scheduling transportation for clients
12. Assist with scheduling meetings and assist with preparing for onsite and/or virtual meetings.
13. Accurately record minutes from meetings with MOU partners and/or community partners.
15. Responsible for ordering and maintaining all program supplies and groups materials.
16. Maintain inventory of all outreach materials, outreach activities and community presentations.
17. Assist staff with translating client documents.
18. Will maintain and adhere to a strict code of confidentiality.

19. Performs other duties and responsibilities as assigned to ensure services are provided to victims of domestic violence, dating violence and stalking and objectives of program are met.

**[QUALIFICATIONS:]**

1. High School Diploma or GED, one or more years in related work experience or additional education may be used to off-set minimum education and experience requirements.
2. Minimum one year of professional experience in customer service or related industry.
3. Bilingual Spanish/English Required-Verbal & Written
4. Basic computer skills including Microsoft, and ability to type at least 30 wpm
5. Excellent communication (both written and verbal) and organization skills
6. Demonstrated time management skills with the ability to perform comfortably in a fast-paced, deadline-oriented work environment
7. Ability to work diplomatically with difficult people and diffuse angry clients quickly and effectively
8. Must be able to travel and work irregular hours.
9. Must have access to reliable transportation; possess valid driver's license and have adequate auto liability insurance and be able to travel & work irregular hours.

**CONDITION OF EMPLOYMENT:**

Employment with UMOS is contingent upon successful completion of a criminal background check prior to starting.

**WORK ENVIRONMENT**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential functions.

*Physical Demands:* 1) employee is frequently required to stand, walk, sit, bend; 2) occasionally required to lift and /or move up to 40 lbs.; 3) occasionally required to drive; 4) frequently exposed to moderate temperature generally encountered in a controlled or uncontrolled temperature environment; 5) noise level in this work is usually quiet to moderate.

*Tools & Equipment Used:* a) phone system, computer system; b) fax machine, copy machine, calculator; c) first aid equipment, fire extinguisher. Usage varies by position.

[CLICK HERE TO APPLY FOR THIS JOB.](#)

*Equal Opportunity Affirmative Action Employer*

**07/21/21**