



*Building Better Futures*

## **PROGRAM ASSISTANT – Milwaukee, WI**

**JOB CODE: LR007**

**Schedule: Full Time**

**Work Status: Regular-Hourly**

**Salary: \$15.74 to 19.67, based on experience**

**Location: 2701 Chase Avenue, Milwaukee, WI 53207**

### **We Invite You to Join UMOS' Diverse & Dedicated Team**

**Earn up to \$3,000 in incentive pay during your first year of employment!**

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UMOS' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UMOS is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

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#### Benefits

To support its team members, UMOS offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The option to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UMOS annually contributes at least 3% of employees' eligible compensation

## **Diversity & Equal Opportunity**

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

**Make a positive difference in the lives of those who need it the most!  
Apply for this excellent opportunity today!**

The Latina Resource Center (LRC) Director, the Program Assistant is responsible for managing office responsibilities that 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.

### **Primary Responsibilities:**

1. Serve as the initial point of contact for Latina Resource Center incoming calls, client referrals and visitor requests
2. Manages daily office responsibilities; analyzes and organizes general office procedures; responsible for review of office duties to ensure completeness, accuracy and timeliness of reports, correspondence, and other office information; reviews office activities for efficiency.
3. 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.
14. Responsible for ordering and maintaining all program supplies and groups materials.
15. Maintain inventory of all outreach materials, outreach activities and community presentations.
16. Maintains office systems and devises forms to improve efficiency of workflow.
17. 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. Possess High School diploma or equivalent; special office management training and/or personnel office experience.
2. Two years' experience performing office management duties in community-based organization or similar setting.
3. Must demonstrate through a combination of education and past proven experience record, the ability to perform office management and secretarial duties at a high level of reliability and proficiency; possess excellent grammar skills; ability to develop plans and strategies for organizing office systems; must exhibit ability to maintain positive interpersonal relations in stressful situations, and trustworthiness to all levels of staff, clients and to agency volunteers.
4. Ability to type 60 wpm, and proven proficient knowledge and experience with recent computer software (Microsoft Office).
5. Must be bilingual in English and Spanish; fluent in both verbal and written form.
6. Ability to do some travel and work irregular hours.
7. Excellent communication (both written and verbal) and organization skills
8. Demonstrated time management skills with the ability to perform comfortably in a fast-paced, deadline-oriented work environment
9. Ability to work diplomatically with difficult people and diffuse angry clients quickly and effectively
10. Must be able to travel and work irregular hours.
11. 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.

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*UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*