



**Job Title:** Evening Program Assistant  
**Reports To:** Director of Family Literacy and Adult Education Program Manager  
**Classification:** Non-Exempt  
**Supervisory Responsibilities:** None  
**Date:** 9/21/2020

Our Mission: Grace Place puts faith into action providing pathways out of poverty by educating children and families.

### **Summary/Objective:**

Under the leadership and guidance of the Director of Family Literacy and the Adult Education Program Manager, the Evening Program Assistant will be responsible for the onsite coordination of the following for the Adult Education program: office, phones, computer lab, and evening adult education classes. The Evening Program Assistant will support both Adult Education and Bright Beginnings Family Literacy program staff in student and volunteer communications, program projects, and other assorted duties.

### **Essential Duties and Responsibilities:**

#### **Office**

- Answer phones, route calls to appropriate staff, and provide answers to general organizational and/or program questions.
- Greet and assist students, volunteers, and visitors.
- Routinely provide critical feedback and follow up to the Adult Education program staff regarding evening programming.

#### **Campus Coordination**

- Responsible for ensuring that Adult Education programming space is properly locked at the end of evening programming.
- Assist in the maintenance of an accurate inventory of classroom supplies.
- Ensure classrooms are prepared and equipped for scheduled classes.
- Ensure that classrooms are clean and organized at the end of scheduled classes.
- Responsible for light cleaning at the end of evening programming.

#### **Program Support**

- Maintain accurate attendance reports for evening classes.
- Supervise the use of the Rosetta Stone Lab by adult learners.
- Assist in the registration and onboarding of new evening students.
- Assist in the program's assessment of adult learners.
- Complete program projects and assorted office duties as assigned.
- Assist in the provision of documentation of evening programming (i.e. photos).
- Assist in evening special events (i.e. Recognition Night).
- Provide translation support of program documents and marketing materials as requested.

#### **Student and Volunteer Communication**

- Complete assigned phone calls to students, families, and volunteers.
- Provide continuous follow up regarding student and volunteer communications with the Adult Education office.
- Assist program volunteers as requested.
- Assist the office in the delivery of program and/or organizational announcements.

- Adhere to and ensure that Grace Place and Adult Education program guidelines are followed by students and volunteers.

**And**

- Performs any other duties or responsibilities as requested.

**Qualifications:**

**Education:**

- High School Diploma or GED

**Experience:**

- Minimum of one-year experience working in an office environment and a customer service role, preferred.

**Knowledge, Skills and Abilities:**

- Bilingual – Fluency in writing, speaking, and reading either English and Spanish or English and Haitian Creole, required.
- Proficiency in Microsoft Word and Excel, use of the internet, and requisite computer skills sufficient to maintain program records and to learn new computer systems.
- Ability to work independently with little supervision.
- Ability to maintain organized and accurate records.
- Current First Aid and CPR Certificates (can obtain within 90 days of employment).
- Willingness to submit to Fingerprinting and Background Checks.

**Additional Information:**

As members of the Grace Place team we all value and support the Grace Place Vision, Mission, Faith Statement and Organizational Core Values.

**Work Environment:** Position requires working in numerous locations which include varied temperature, noise level, and other factors that may affect a person's working conditions while performing the job.

**Position Type and Expected Working Hours:** Part-time (part time is defined as someone who is working less than 40 hours week). Anticipated working hours of approximately 4:15 – 9:00 PM Monday and Wednesday.

**Physical Demands:** Bending, sitting, and standing for long periods of time. May require lifting objects weighing up to 20 lbs. as needed.

**Additional Eligibility Qualifications:** Background check, fingerprinting required.

**Organizational Competencies:**

The following competencies are organizational in nature in that all Grace Place employees are expected to exhibit these competencies and will be part of the basis for their performance evaluation.

**Work Ethic and Commitment:** Extent to which the employee takes pride in his or her work and is dedicated and committed to excellence in personal goals and organizational mission. Extent to

which a significant volume of quality work is performed efficiently in a specified period of time; employee is a peak performer with a high energy level.

**Initiative and Problem Solving:** Degree to which employee takes active steps to set and achieve tasks/goals on a timely basis. Is a self-starter and solution-seeker who possesses a sense of urgency and takes action with minimal instruction. Is able to identify issues/problems and possible solutions and is willing to act on the solutions.

**Service Orientation:** Extent to which the employee understands and exhibits behaviors that enhance and improve the experience of various stakeholders: students/families, volunteers, donors/supporters, and community partners. Knows and acts upon what it takes to deliver value. Makes a genuine effort to listen to stakeholders and seeks to understand and resolve needs/issues.

**Judgment and Decision Making:** Ability to arrive at sound decisions in a timely manner with positive results. Understands and utilizes core values of organization and relevant policies and seeks appropriate guidance when needed.

**Quality, Care, and Dependability:** Extent to which work is accurate, thorough, and neat. Degree of reliability in performing tasks, following instructions and meeting deadlines. Employee possesses the ability to produce reliable work without follow-up or inspection.

**Teamwork and Interpersonal Relations:** Extent to which employee is positive and projects a willing-to-please attitude, cooperation, and team spirit. Understands goals of the department, as well as collaboration with other departments, and is willing to accommodate the personnel, tasks, and situations involved in order to accomplish department and organizational goals. Consider employee relationships with other staff, volunteers, students/families, and community partners.

**Communication Skills (oral and written):** Communicates effectively and accurately both orally and in writing with individuals and groups; presents ideas in an organized, clear and concise manner; employs tact and discretion; listens well; offers appropriate feedback. Listens to others. Communicates with a clear message and is open to different perspectives. Ensures that the receiver hears and understands the message.

**Job Knowledge and Technical Skills:** Extent to which the employee possesses the practical and technical knowledge of duties, functions, work safety procedures, policies, and takes responsibility for reviewing and up-grading areas of expertise and development of new skills as needed.

**Planning and Organizing:** Level of effectiveness in planning and organizing daily work. Ability to achieve short- and long-range objectives. Assess organization of work and time management skills.

**Professional Image:** Extent to which the employee projects a professional image through appearance, conduct, and work areas.

### **Equal Employment Opportunity Statement:**

Grace Place values diversity in the workplace and among our partners and other stakeholders.

It is the policy of Grace Place to provide equal employment opportunities to all qualified employees and applicants on the basis of experience, training, education, and ability to do the available work without regard to race, color, religion, sex, national origin, age, disability, marital status, pregnancy, veteran status, sexual orientation, gender identity, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion,

transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by Grace Place where appropriate.

Employees and applicants shall not be subjected to harassment, intimidation or any type of retaliation because they have (1) filed a complaint; (2) assisted or participated in an investigation, compliance review, hearing or any other activity related to the administration of any federal, state or local law requiring equal employment opportunity; (3) opposed any act or practice made unlawful by any federal, state or local law requiring equal opportunity; or (4) exercised any other legal right protected by federal, state or local law requiring equal opportunity.

The above-mentioned policies shall be periodically brought to the attention of supervisors and shall be appropriately administered. It is the responsibility of each supervisor at Grace Place to ensure affirmative implementation of these policies to avoid any discrimination in employment. All employees are expected to recognize these policies and cooperate with their implementation. Violation of these policies could be considered a disciplinary offense.

**Disclaimer:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.