



Program Assistant

Program: Summer Fan Drive

Reports to: Development & Events Team Lead

Job Location: Rutherford Office

Position Status: Full-time Part-time

FLSA Classification: Exempt Non-exempt

Salary Range: \$17.00- \$19.00 per hour

This Program Assistant role primarily serves as **client, volunteer, and sponsor** support for the Summer Fan Drive (SFD) program. This position serves as a point of contact for Summer Fan Drive volunteers, supports the fan drive office and clients, offers administrative support for gift processing, and supports events that fund programs.

Essential Responsibilities:

- Support events and donor engagement related to the Summer Fan Drive (SFD), and Holiday Giving Drive programs, and 80 Over Eighty celebration.
- Communicate with Family Eldercare colleagues, community partners, donors, volunteers, and clients in person, on the phone, and by email as necessary
- Manage emails and inquiries about the Summer Fan Drive and Holiday Giving Drive programs
- Recruit and manage fan drive office volunteers and volunteer fan delivery to client homes
- Assist in training incoming SFD office volunteers
- Run the fan drive office and hotline when no volunteers are available
- Point of contact for fan deliveries to the FEC office
- Perform special duties as assigned

Competencies:

- Strong interpersonal skills
- Respectful toward diversity of ideas and people
- Strong written, verbal, and nonverbal communication skills
- Ability to develop and maintain collaborative and supportive working relationships with clients, coworkers, volunteers, and external partners.
- Ability to cultivate and sustain professional boundaries with clients, coworkers, volunteers, and external partners.
- Motivated by quality project outcomes
- Ability to thrive in fast-paced environment
- Ability to swiftly change gears without advance notice
- Driven to meet or exceed goals and performance objectives
- Detail oriented
- Reliable and on time
- Ability to apply supervision feedback toward enhanced performance

Minimum Requirements:

- Social services nonprofit environment experience preferred
- Proficiency with Office tools, Google Forms, Excel preferred
- Experience with cloud-based CRMs or experience with gift processing preferred
- Reliable transportation with valid Texas Driver's License and active auto insurance.
- Clear multi-state criminal history and motor vehicle driving record

Licenses and/or Certifications:

- None

Work Environment:

- Work occurs in the office setting, very limited remote opportunities
- Occasional off-site work for event support and other special projects
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift, carry, push, pull up to 20 lbs.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:**Employee Signature:****Date:**