

## Project Now, CAA Job Description

**Job Title:** Program Assistant  
**Department:** CSBG/LIHEAP  
**Reports To:** Department Head  
**FLSA Status:** Non-Exempt  
**Wage Grade:** 3

**Prepared By:** R. Lund

**Prepared Date:** January 2021

**SUMMARY** Provide assistance and support to Department Head across a variety of program content areas.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties as assigned.

- Assist other program staff with program guidelines and act as backup for receptionist when needed.
- Verify/certify that files are complete and do data entry as needed.
- Prepares bills for payment, purchase orders, and other vouchers as needed.
- Assist with intake and referral of clients as requested.
- Must have a working knowledge of program guidelines.
- Interacts with and assists other staff in the completion and compilation of paperwork, updating of forms, collecting information and communicating with them regularly on various program issues.
- Perform general clerical duties, which may include taking meeting minutes, maintaining department calendar and assisting in the preparation of all monthly and annual reports and other documents as needed.
- May be directed to perform data entry and all related functions as it pertains to program guidelines. Must have a working knowledge of computer programs including Excel and Word and a willingness to learn more.
- Must attend meetings and trainings as required.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients or employees of organization. Must have good verbal and written communication skills.
- Must have basic mathematical skills and be able to calculate figures and amounts such as discounts, interest, commissions, proportions and, percentages.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- May be required to drive. Must have a reliable transportation.

**SUPERVISORY RESPONSIBILITIES:** This job has no supervisory responsibilities.

**EDUCATION and/or EXPERIENCE:** High school diploma or general education degree (GED); and one year related experience and/or training; or equivalent combination of education and experience. Must be proficient in the use of 10 key, keyboard, and other office equipment. Must be proficient in the use of Microsoft Office software

**PHYSICAL DEMANDS and WORK ENVIRONMENT:** The physical 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 may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, walk, sit, talk and listen. The employee must occasionally lift and/or move up to 25 pounds as it relates to the office environment. The noise level in the work environment is usually quiet as generally associated with an office environment.

*Positions within Project NOW are primarily grant funded and funding decreases can affect our staffing levels.*