



## PROGRAM ASSISTANT II

Job Description Form

Division/Department	Center for Immigration and Citizenship Legal Assistance		
Location	1234 San Felipe Ave., Santa Fe, NM 87505		
Reports to	Horatio Moreno-Campos	Title	Center Director

Level/Grade	Type of position:	Hours_22 / week
3	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	<input type="checkbox"/> Exempt
	<input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Nonexempt

### SUMMARY

In addition to the duties associated with Program Assistant I; provide full administrative support services to one or two supervisors or meet a department's varied administrative/clerical needs. This position is characterized by the performance of a variety of administrative, programmatic and logistical support duties.

### RESPONSIBILITIES

- Assist with the assurance of program(s) reporting compliance.
- Assists with preparation of client cases and provides referrals to community resources.
- Obtains basic, preliminary information from clients who phone/walk-in, and provides information and referrals to clients.
- Maintain an organized system of tracking, monitoring, and prioritizing tasks and projects.
- Assist in supervising other assistants on the team.
- Works on data entry and prepares statistical reports as requested.
- Files necessary documents in a timely manner.
- Schedules clients and maintains the waiting list.
- Respond appropriately to the cultural differences present among the Agency's service population.
- Incorporate and demonstrate the mission, vision, work, core value and activities of Catholic Charities in a positive manner with all staff, clients and the general public at all times.
- Complete all other duties as assigned.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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<b>WORK EXPERIENCE REQUIREMENTS</b>			
<ul style="list-style-type: none"> <li>- Three years minimum of administrative experience required.</li> <li>- Proficiency in MS Office Suite and database navigation required.</li> <li>- Experience working with agencies that serve vulnerable populations preferred.</li> <li>- Strong oral and written communication skills.</li> <li>- Ability to communicate and work effectively with a diverse group of residents, staff and community partners.</li> <li>- Must be able to work independently with minimum supervision and able to relate to the public.</li> </ul>			
<b>EDUCATION REQUIREMENTS</b>			
<ul style="list-style-type: none"> <li>- AA or BA degree in related field preferred. High School diploma or equivalent required.</li> <li>- Bilingual in English/Spanish will be required for specific positions; preferred for others.</li> </ul>			

**Employee's**

**Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_

**THIS SECTION IS COMPLETED BY HUMAN RESOURCE**

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	
DATE HIRED	