

Hancock Resource Center

Position Title: **Program Support**

Reports to: Program Manager

Education/Experience:

High School Diploma or equivalent. Advanced studies (beyond high school) in business or other related field preferred. At least one year experience as administrative staff with clerical duties preferred. Experience in customer service, data entry, working with homeless and at-risk populations. Proficient in Word, Excel, using email, and working in web-based systems preferred. Writing skills required- both language and grammar. Veteran preferred.

This is a part-time position (18-20 hours a week that may be combined with Community Outreach or Youth Coordinator for a full-time position). Salary starts at \$16 per hour but is negotiable based on experience.

Position Competencies:

Create and modify documents using Microsoft Office, Excel and Power Point.

1. Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
2. Provides data collection, entry and reporting for programs. Manage database access.
3. Understand and apply program guidelines, comply with program requirements.
4. Provide feedback to Program Manager about accuracy and completeness of information provided for data entry.
5. Customer Service: answering phone calls at front desk, greeting clients, directing client to fill out assessment cards. Promptly and accurately conveys messages to HRC staff.
6. Community Outreach- Assists with outreach to clients and the community to raise awareness of services, recruit/engage clients, promote HRC services.
7. Resource Coordination- researches and stays up-to-date on community resources. Refers client to available resources and assists with application process.
8. Client Communication and Follow-Up- communicates with case managers regularly. Returns calls/emails/texts within one business day. Maintains professional tone and language.
9. Compliance and Reporting: Follows program guidelines for timeliness, and accuracy. Provides information to Program Manager as requested for program reporting. Completes tools for tracking and reporting as required.
10. Completes special projects as assigned.