

**Sarah's Inn is a community-based non-profit organization whose mission is to improve the lives of those affected by domestic violence and to break the cycle of violence for future generations. Our services and initiatives focus on ending relationship violence through domestic violence crisis intervention, community education, and violence prevention programs for youth.**

**Job Title:** Program Assistant

**Department:** Administrative

**Reports To:** Finance & Operations Director

**FLSA status:** Exempt/full-time

**Position Summary:** The Program Assistant provides a range of program, operational and administrative support in furthering the mission and strategic goals of Sarah's Inn. The successful candidate will have relevant experience and a demonstrated interest in joining a dynamic team to ensure smooth workflow and daily operations of Sarah's Inn's programming and services. The Program Assistant reports to the Finance & Operations Director, and will also work closely with agency leadership (Development Director, Executive Director and Associate Director)

**Essential Duties and Responsibilities:** Other duties may be assigned.

**Provide operational and human resource support to ensure smooth and efficient agency operations. (4 days per week)**

- Provide MS Office, copying, faxing, scanning and other core administrative support.
- Coordinate with outside vendors and communicate effectively to address facility/operational needs to ensure the smooth provision of services including but not limited to the building maintenance and cleaning crew, the IT support team, as well as utility and refuse companies.
- Ensure Sarah's Inn's post office box is checked Monday, Wednesday and Friday, outgoing mail is dropped off daily and incoming mail is distributed in an accurate and timely manner including communicating with staff if client mail is received.
- Track, order and distribute office supplies in coordination with the Finance and Operations Director within budget guidelines.
- Coordinate monthly building fire drill with staff.
- Provide new employee and intern operational support, including setting up/changing phone extensions, voicemail, emails, calendars and setting up staff mailboxes.
- Communicate promptly and clearly with staff regarding requests for assistance with operational/facility issues.
- Collaborate with Supervisor and other Directors to resolve process and procedural issues that may arise.
- In coordination with the Finance and Operations Director and the Associate Director ensure that the linkage agreement list is updated on a consistent basis and current linkage agreements are kept on file.
- Provide administrative and operational support to Executive Director and other Directors, as needed.
- Ensure that all roles and responsibilities are carried out in accordance with Sarah's Inn's beliefs and values, and in accordance with policies and best practices, including maintaining confidentiality at all times and avoiding conflict of interest.

**Provide administrative support to the Development Department to ensure donor acknowledgement and event support. (1 day per week)**

- Support the Development Department with administrative tasks such as logging, tracking and acknowledging donor gifts including those derived from agency events and fundraising campaigns.
- Provide event planning support as needed to the Development Department.
- Other duties as assigned by the Development Director for special projects.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

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- Bachelor's degree in related discipline preferred, not required.
- Minimum 1 year of experience in administrative and office management, facility management, and working with outside vendors preferred.
- Proficiency with Microsoft Office programs (Word, Excel, etc.)
- Fluency in Spanish, oral and written, preferred.

**Knowledge and Skills:**

- Commitment to Sarah's Inn's mission and anti-violence.
- Excellent communication, organizational, writing and proofreading skills.
- Ability to problem solve and make decisions individually and/or within a team and take necessary action.
- Ability to communicate effectively in diverse and persistent situations.
- Ability to prioritize and handle a variety of tasks and be self-directed.
- Ability to handle client and employee information with complete confidentiality.
- Ability to develop and maintain positive relationships with a wide variety of people, including but not limited to, board members, staff, volunteers, interns, government officials, community partners, organizational donors, media.
- Commitment to and experience in working with people from diverse cultural, ethnic, social economic backgrounds and lifestyles.
- Valid driver's license, current insurance and reliable car.

**Physical demands and work environment:**

The physical demands and work environment characteristics 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.

*Physical demands:* While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Performance Standards:**

- Annual performance evaluation
- Attainment of annual goals established between supervisor and incumbent

EOE/M/F/D/V

Sarah's Inn's Compensation Package Currently Includes: BlueCross BlueShield Health Insurance for Individuals and Families (HMO and PPO Options Available); Disability and Life Insurance Policies; Voluntary Dental and Vision Insurance and Retirement Plan Available; 15 Days of Vacation and 10 Days of Sick Time Off Per Year

**How to Apply:**

Interested candidates should submit cover letter, resume and desired salary to [employment@sarahsinn.org](mailto:employment@sarahsinn.org). **Please denote in the subject line: Applying for the Program Assistant position.**

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