

# **Cancer Support Community of the Greater Lehigh Valley**

## **Program Assistant – 15 hrs/wk**

### **Position Description**

**Reports to:** Program Director

**Overall Function:** The Program Assistant provides extensive clerical, administrative and project support to the Program Director. The Program Assistant uses Word, Excel, and Outlook. Must be able to navigate a database system and assist with programming related tasks.

#### **Primary Responsibilities:**

- Participates in providing information by phone or in person to participants, caregivers, and healthcare professionals
- Coordinates the production and distribution of program related clerical tasks:
  - Program flyers for calendar delivery and targeted marketing, announcements, brochures, newsletters, invitations in conjunction with Marketing Coordinator
  - Enter new visitor forms into Gnosis
  - Creates ID cards for all new members
  - Track Contact Management (for wig appointments, interviews, and individual sessions) using the individual service form
  - Workshop room setup
  - Special program materials: evaluations, survey monkey, attendance sheets, annual visitor forms
- Assist program coordinator with processing of the program calendar upon delivery, including sending calendars to any new callers
  - Pull calendar mailing list through active participants in Gnosis
- Register members into programs using Gnosis
- Oversee our Resource Library for adults and children's areas (i.e. make new contacts for free publications, keep inventory current, replenish existing materials). This includes online resources as well.
- Enter calendar events into Gnosis, using images and descriptions.
- Program/workshop support
  - Supports special programs and facilitates social events as needed
  - Makes cancellation calls as needed
  - Coordinates materials for programs
  - Provides directions to speakers
  - Sets up AV equipment and prints hand-outs, if needed
  - Helps with set-up and breakdown of a program, if needed
- Write and mail basic program correspondence

- Creates and distributes a weekly email blast for upcoming programs for the following week
- Assists with health fairs/community talks as needed
- Manages miscellaneous correspondence with and providing excellent customer service to internal and external constituents while maintaining a professional demeanor at all times
- Extensive database management work to include data maintenance, reporting requests and projects as assigned
- Attend bi-weekly staff meetings and other required meetings as needed
- Attend weekly meetings with Program Director
- Assists Program Director in developing program components for grant-funded programs
- Additional projects and other duties as assigned by Program Director

Qualifications:

- Has a passion for the mission of the Cancer Support Community of the GLV
- Education: High School diploma, some college or college degree preferred
- Experience: A minimum of one year of experience in an Administrative Assistant position, programming experience preferred
- Bilingual in Spanish is preferred
- Ability to work in an organized manner within established procedures
- Ability to manage conflicting priorities and multiple tasks, working independently
- Ability to use good judgement in making day-to-day decisions
- Strong interpersonal and written communication skills
- Strong organizational skills
- Strong project management skills with ability to set priorities, meet deadlines and balance demands of multiple tasks and changing priorities
- Must interface with the Board of Directors, volunteers, co-workers, and participants with ease

Please send your resume to Amanda Buss at [abuss@cancersupportglv.org](mailto:abuss@cancersupportglv.org)