

OUR EXCITING OPPORTUNITY

Community Action Partnership has an exciting opportunity for

Program Assistant

The Program Assistant will assist with the development and implementation of program procedures and ensure that requirements are aligned to build sustainable support in impacting the lives of hundreds of residents; playing a critical part in the work and dedication of *Community Action Partnership of Orange County's* initiatives. It's leadership with a cause and the rewards are immeasurable!

WHO WE ARE

Born out of the War on Poverty more than 50 years ago, Community Action Partnership Orange County (CAP OC) is a trusted resource for Orange County community members who face obstacles such as food insecurity, unemployment, economic turmoil and more. We walk alongside the people we serve, and we act to meet immediate needs without delay. Our programs help empower people to improve their lives and their communities. We see poverty as an unacceptable reality for our neighbors and rally with key partners to help facilitate change.

CAP OC hires professionals who support and embody the following **EPIC** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing healthy and energy-efficient living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond



to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We have remained true to our mission *“We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.”*

VALUES

In addition to our EPIC values our external values are as follows:

Leadership

We are guiding critical shifts in how people think and act to address the root causes of poverty

Collaboration

We bring together all capable partners to achieve transformative results

Trust

For over 50 years, the community has counted on us to empower those in need

Compassion

We treat each person we serve respectfully and with great care

Justice

We are passionate about advocating for those living in poverty and creating equity throughout the region

WHAT YOU WILL ACCOMPLISH IN THIS ROLE

Under general supervision of an EES departmental manager, the Program Assistant will assist with the daily operation and administration of EES programs and activities. This role will support all EES services in general and be cross trained to provide other assistance as needed.

The Program Assistant position will pay \$23.00 per hour.

Bilingual in English/Spanish, both in written and oral forms, is required.

The selected candidate will work a hybrid schedule - Monday through Thursday in the office, and Friday remote. Hybrid schedules are subject to change based on program needs and/or departmental manager’s discretion.

ROLES AND RESPONSIBILITIES

- Handle calls efficiently and as directed; ensure that client calls, and enrollment inquiries for all available programs are resolved and completed timely and appropriately.



- Support program staff (Outreach, Call Center, QC, and UA), participants, and the public at large on EES programs; explain program variations and limitations to staff, participants, and the public at large.
- Analyze and interpret contract language; understand and follow program regulations and procedures.
- Perform clerical duties such as creating, copying, and maintaining client files, scanning, faxing, filing, and statistical reporting.
- Using various computer databases (CalOptima Connect, ServTraq, Edify, etc.), analyze and compute statistics, create and/or complete reports as directed.
- Assist with ordering, monitoring, and invoice reconciliation of supplies.
- Provide assistance to EES Program Managers.
- Other duties as assigned.

THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN

- Understanding and providing exceptional customer service to establish rapport with staff, participants, and visitors.
- Working both independently and collaboratively within a team.
- Communicating proficiently with all levels of staff, clients and the public-at-large.
- Analyzing and interpreting contract language in order to effectively communicate programs' regulations and procedures, understand and apply program rules, regulations, and procedures.
- Planning and organizational techniques to develop and implement action plans.
- Basic clerical duties within a large team environment.
- Use of Microsoft Office, customer data base, and report creation.

EDUCATION AND EXPERIENCE

1 year to 2 years direct experience with a BA/BS degree. Or an AA degree/2 years of college course work, with 2 or more years direct experience.

TRAVEL

Possess a valid California Driver's License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.

Typically, travel is local during the business day to/from CAP OC offices and locations and/or throughout Orange County, CA. Incumbent will use personal vehicle. Possible travel may be during evening hours, out-of-the-area and overnight travel.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, twist, turn, walk, bend at the waist, talk and hear, prolonged and fine dexterity of fingers and wrists, vision abilities include close vision, distance vision, color vision, ability to adjust focus. Prolonged computer and computer monitor work during



course of workday, while sitting for prolong periods of time. The employee must regularly lift and/or move objects up to twenty (20) pounds. Work in an environment predominantly indoors with possibility of working outdoors in varying temperatures and weather conditions.

HOW TO APPLY

Please Apply at Community Action Partnership of Orange County's website at www.capoc.org.

MEDICAL EXAMINATION AND BACKGROUND CHECK

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a pre-employment physical, drug screen, Live Scan and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and a makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

