



Responsibilities and Qualifications Summary for Program Assistant NON-EXEMPT

SUMMARY: This position provides administrative support to the Full Circle Employment Solutions (FCES) team. Duties include support to one of our FCES Program Directors and team, connect directly with beneficiaries, collect detailed information, and correspond with federal, state, and local agencies.

REPORTS TO: FCES Program Director

ESSENTIAL FUNCTIONS:

The below statements are intended to describe the general scope of work being performed by this position. This is not a complete listing of all duties and responsibilities required. Other duties may be assigned.

- Create and set up beneficiary folder.
- Contact beneficiary to collect detailed information for initial intake.
- Complete necessary documentation in beneficiary folder.
- Compile and send intake packet to beneficiary.
- Track the return of the beneficiary intake packet and conduct follow up as needed.
- Request and monitor verification requests to federal and state agencies.
- Coordinate beneficiary transition to Benefits Counselor/TTW Coordinator.
- Update and monitor program trackers as needed.
- Compile reports as needed.
- Provide administrative support to the FCES Program Director and team as needed.

OTHER FUNCTIONS MAY INCLUDE:

- Makes marketing calls to potential ticketholders and complete paperwork as required.
- Develop and maintain federal, state, and local agency contacts.
- Format reports and documents as needed.
- Gather paystubs.
- Provide job development and employment support.
- Perform other duties as assigned.

EDUCATION and/or EXPERIENCE:

- High School Diploma required; preference given with AA or BA/BS in Human Services Field.
- Bilingual preferred.

QUALIFICATION REQUIREMENTS:

- Attention to detail and problem-solving skills.
- Proficiency in Microsoft Programs (Excel, Word, OneDrive, Teams).
- Excellent time management skills and the ability to prioritize work.
- Must be able to maintain confidentiality.
- Must be able to pass and maintain a Social Security Suitability clearance and drug test.

LANGUAGE SKILLS:

- Ability to effectively communicate and present information in oral and written communication to beneficiaries, internal staff, external stakeholders, and providers.

MATHEMATICAL SKILLS:

- Ability to perform basic mathematical operations to include addition, subtraction, multiplication, and division. Ability to compute rate, ratio, and percentage.

PHYSICAL REQUIREMENTS:

The physical demands described here 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.

This position is considered sedentary work. Lifting 10 lbs. maximum and occasionally lifting and /or carrying such articles as docket, ledgers, and small electronic equipment. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are occasionally required, and other sedentary criteria are met.

I have read and acknowledged:

Employee Signature: _____ Date: _____

Employee Printed Name: _____