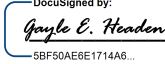




Each Child. Every Community. Ready for School and Life

Job Description

Job Title:	Program Assistant	Reports To:	Pre-K Manager
Classification:	Non-Exempt	Department:	Pre-K
Effective Date:	January 13, 2025	Salary Grade:	3
Approved By:			Job Family: Administrative & Clerical
Date:	1/13/2025 2:21 PM EST		

Position Summary

The Pre-K Program assistant provides comprehensive administrative assistance to departmental staff, ensuring efficient operations and assists Wake County Smart Start staff as requested.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Programmatic Implementation Support
- Administrative Assistance
- Family and Community Engagement

Programmatic Implementation Support

- Accept and process child applications for eligibility to include income analysis, data entry, application review, and follow-up
- Provide support with all aspects of the monthly attendance process to ensure that it is completed accurately and timely
- Assist with maintaining databases, including initial setup, updates, and entry of information, applications, screenings, and other pertinent information, as required
- Assist with evaluation and monitoring duties including but not limited to collecting and organizing documents, scheduling, preparing reports, and following up
- Assist in the collection and tracking of pertinent information and documents

Administrative Assistance

- Provide administrative support to departmental staff including but not limited to preparing reports, staff calendar maintenance and updates, communication with other WCSS departments, filing, mailing, faxing, copying, making travel arrangements, coordinating training/meeting arrangements, preparing notices and/or invitations, name tags, agendas, registration, ordering and providing meeting materials, placing food orders, and assisting with set-up
- Support assigned committee and community organization meetings including but not limited to meeting scheduling/set-up, taking meeting minutes and preparing notes for approval by WCSS staff members and other stakeholders and maintaining meeting note files and records as requested
- Provide departmental staff support for computer equipment, audio-visual equipment, telephones, copiers, and printers
- Maintain department filing system and update all department files and electronic information systems
- Responsible for departmental updates including periodic monitoring of the website to ensure all program documents are current and work along with appropriate staff to make any changes
- Maintain inventory of departmental supplies and materials identifying when additional supplies are needed
- Prepare Purchase Orders, place orders for materials, and assist with the Receipt of Goods process, including but not limited to, ordering, unpacking, and inspecting purchases for the Pre-K department and participating sites

Family and Community Engagement

- Assist with welcoming families in the office and effectively handling phones inquiries to ensure clear and helpful information is provided
- Provide backup coverage and support for other administrative positions when requested, including but not limited to front desk coverage
- Actively participate in Admin Group meetings, contributing to discussions, sharing insights, and supporting decision-making processes
- Assist with community and office events, as requested
- Promote the Wake County Smart Start programs and mission and represent WCSS in the community

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: Associate Degree in business administration or related field, and two (2) years related experience in a professional work environment, or equivalent combination of education and experience. Additional experience may be substituted for post-high school education, providing the requisite skills have been obtained.

Knowledge and Abilities:

Interpersonal skills that include but are not limited to: active listening, friendly, patient, responsive, and the ability to resolve conflict and manage stress. Experience in administrative and organizational tasks including project coordination. Ability to apply Pre-K program eligibility and application guidelines and processes. Ability to handle multiple tasks and assignments. Ability to work in a fast-paced environment. Ability to collect, organize, analyze, track, and communicate information accurately and appropriately. Ability to edit and provide proofreading support. Ability to adapt to new processes and procedures. Knowledge of culturally responsive practices, ability to work with diverse populations, and a commitment to incorporating a racial equity lens.

Computer Skills: Proficiency in Microsoft Suite, knowledge of graphics and presentation applications. Ability to use email and internet/intranet applications.

Language and Communication Skills: Must have good verbal and written communication skills. Must have excellent phone skills. Ability to read and interpret documents such as instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively and appropriately respond to inquiries from families, service providers, childcare center staff, members of community organizations, or employees of WCSS. Spanish fluency is preferred.

Certifications, Licenses: Valid driver's license

Safety, Security and Confidentiality: This position requires keeping complete confidentiality of all children's information and protecting the confidentiality of all childcare facility files and records.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, and hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

Work Environment: The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. An individual in this position will be exposed to conditions typical of an office environment.

This is a **hybrid position** with in-office meeting and task requirements. There is the ability to work remotely depending on the project schedule set by the supervisor. The position may require occasional work performed outside of standard office hours, including evenings and weekends.