



## JOB DESCRIPTION

Position: **Program Administrative Assistant**

**Immediate Supervisor:** Branch Director

**Broad Function:** Responsible for assisting with mentoring programs implementation and execution.

### Primary Responsibilities:

- Understand the mission and processes of Big Brothers Big Sisters of South Texas
- Create and manage participant files
- Read and understand the Program Manual
- Assist Program Manager with outreach and recruitment of Bigs and Littles
- Respond to inquiries and schedule onboarding trainings/interview
- Attend community events and promote program awareness

### Competencies:

#### ALL EMPLOYEES

- **Resourceful & Tenacious:** persists; finds ways to overcome challenges.
- **Excellence:** is committed to quality work and outcomes.
- **Adaptability:** can adjust to new conditions; manages stress.
- **Customer Focus:** cares about the satisfaction of all Bigs, Littles, parents and other BBBS stakeholders, including staff.
- **Communication-** oral/written: is effective at connecting and exchanging information with others for results.
- **Diversity:** values different perspectives and experiences.
- **Teamwork:** provides value to the group.
- **Trustworthy:** can be relied on to fulfill the 8 pillars of trust.

#### ROLE SPECIFIC

- **Likeability:** For developing relationships, establishing rapport

**Experience Required:** Graduate of Christian Women's Job Corp required.

**Hours:** approximately 15 hours per week; flexibility required for evenings and occasional weekend events.