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.

Revised 1-24-2022