



Position Title: Program Assistant

Position Summary

The Program Assistant will work closely with program teams and will assist with the implementation of diverse administrative duties in support of Steppingstone's direct service programs. Among other administrative duties, this position will support the start up processes for summer and academic year programming, including creating attendance documents, student materials, and classroom signs. In addition, the Program Assistant will have frequent communication with families as a primary staff person in the main office during the summer session, at the main desk during the academic year, and scheduling appointments through the academic year. The Program Assistant will, primarily, work a Tuesday – Saturday schedule during the academic year, excepting school vacations and program closures, and a Monday – Friday schedule during the summer.

Responsibilities:

- Provide administrative support to program teams including, but not limited to: data entry, ordering supplies, material creation, attendance tracking forms, etc.
- Manage collection and tracking of family and Scholar enrollment forms
- Manage the scheduling of financial aid appointments and admission interviews - including reaching out to families, communicating with staff, and managing family requests
- Serve on summer session staff as main office point person, including answering the phone, tracking Scholar attendance, providing first aid to Scholars, ordering supplies, and responding to staff and family needs
- Serve as backup for Steppingstone administrative team, should there be a staff absence or vacancy, helping with tasks such as answering the phone, greeting guests, and managing mail

Required Knowledge and Skills:

- Demonstrated commitment to educational and racial equity in college access and success
- Cross cultural sensitivity and experience working with diverse populations
- Strong customer service orientation
- Strong time management combined with initiative and flexibility
- Proficiency with Microsoft Office and Google Drive , and experience with databases a plus
- Preference given to candidates who are bilingual, esp. in Spanish, Vietnamese, Arabic, Chinese (Mandarin and/or Cantonese)

Salary: \$36,000 - \$38,000

To Apply: Please email your resume and a thoughtful cover letter outlining how your skills and experience meet the qualifications of the position, and how you learned about this position, to Human Resources at jobs@tsf.org. Applications will be reviewed on a rolling basis. Please include “**Program Assistant**” in the subject line of your email.

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