



OPENED UNTIL FILLED

JOB TITLE: Program Assistant
Baltimore, Maryland
FLSA Status: Non-Exempt
Full-time Salary with Benefits
Reports to Executive Director
Level: Staff

Roberta's House-A Family Grief Support Center is looking for an Program Assistant. The position is full-time at the organization's beautiful, state-of-the-art headquarters. As a full-time program assistant, the overarching responsibility is to provide high-quality general office and operational support to the Executive Director and Director of Human Resources offices. They offer a wide range of office support and significantly contribute to achieving the organization's support programs.

What You Will Do:

- Scheduling and calendar management--coordinating meetings, events, and travel arrangements
- Managing my daily, weekly, and monthly calendar, including reminders
- Handling scheduling conflicts and prioritizing appointments

Communication:

- Drafting and sending emails, letters, and other correspondence
- Managing and responding to routine emails and inquiries on my behalf
- Preparing and distributing meeting agendas and minutes
- Assisting with creating, editing, and formatting reports, presentations, and proposals
- Organizing and maintaining electronic and paper files for easy retrieval
- Proofreading and ensuring the accuracy of all documents

Meeting Coordination:

- Arranging logistics for internal and external meetings, including booking venues, setting up virtual meetings, and preparing materials
- Ensuring technology and equipment are set up and functioning correctly

Project Management:

- Tracking the progress of critical projects and initiatives
- Assisting in the development of timelines, milestones, and deadlines
- Coordinating with team members to ensure tasks are completed on time

Financial Administration:

- Assisting with budget tracking, expense reports, and financial documentation
- Assist with processing procurement requests
- Coordinating with the finance team for financial reporting

Human Resources Support:

- Assisting with interviewing, recruitment, onboarding, scheduling interviews, and background checks
- Maintaining and updating employee records, documentation, and retention schedule
- Coordinating training sessions and professional development activities

Event Planning and Coordination:

- Supporting the planning and execution of organizational events, conferences, and workshops
- Handling vendor communication, contracts, and logistics
- Managing event registration and attendee communications

Board and Stakeholder Relations

- Coordinating communication with board members and stakeholders
- Preparing and distributing board meeting materials
- Assisting with the organization of board meetings and retreats

Research and Data Collection

- Researching relevant topics and preparing summaries or reports
- Gathering data and metrics for program evaluation and reporting
- Assisting in grant research and proposal preparation

What Do You Bring:

- Strong editing, proofreading, desktop publishing
- Proven administrative professional-level skills, including Microsoft 365, computer competency, and ability to learn software applications
- Create and maintain collaborative working relationships with the institutional leadership, staff, and external stakeholders
- Use of tools such as Microsoft Office G Suite (Google) and Zoom for meetings
- Strong communication Skills - written and oral
- Effective organizational skills to manage priorities, event planning, and logistics
- Excellent interpersonal problem-solving and ability to independently plan and timely accomplish work assignments

Qualifications:

Education: An associate's degree in office management, business, human services, public administration, or a related field is preferred. Certifications in Microsoft 365 and project management are a plus. A high school diploma with three years of progressive experience in administration may be substituted for the degree.

Experience: One year minimum in crisis intervention or related work with victims of crime or attempted suicide drug/alcohol abuse. Directly related experience of five years may be substituted at the employer's discretion.

General Requirements

- Successful completion of background and drug screen checks
- Ability to regularly work non-traditional schedules in an office environment or remotely perform work as scheduled
- Ability to work prolonged periods sitting at a desk and working on a computer and long periods of standing.
- Ability to work in extreme temperatures during agency-sponsored events
- Drive reliable transportation is desirable
- Must be able to lift 20 pounds
- Travel required (5% or more)
- Other duties, as assigned

Email cover letter and resume to the Director of Human Resources, bwright@robertashouse.org

Roberta's House is an equal opportunity employer regardless of race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, orientation, or other classification protected under the law.