

## **Program Assistant**

### **General Information**

#### **Organization Overview**

Smart Start of Forsyth County (Smart Start or SSFC) is a Winston-Salem-based non-profit that funds local programs for children ages birth to five and their families. The organization is a catalyst for improving the lives of the 15,000 young children in our community, with a focus on health, family, early education, and literacy. We mobilize resources and forge partnerships to support evidence-based policies, practices, and programs to ensure all children enter kindergarten healthy and ready to succeed.

Smart Start has a budget of over \$9 million comprised of funding from the state of North Carolina, Forsyth County, and private donations and grants. SSFC funds approximately 15 programs annually serving over 15,000 young children and their families and administers Forsyth County's NC-Pre-K program, which provides free Pre-K to children in the community. SSFC also operates programs and campaigns internally, including Dolly Parton's Imagination Library, R.O.O.T.S., Family Engagement, Childcare Care Health Consultant, and the Childcare Subsidy. The organization is also the leader in research, data, convening, and collaboration on issues related to children birth to five in Forsyth County area.

#### **Position Summary**

The Pre-K Priority Program Assistant is responsible for providing comprehensive support to the Pre-K Priority Team and managing the Division and organization's office operations, including managing the front desk when necessary to support clients, when needed. This dynamic position requires the ability to anticipate needs, think critically, and offer solutions to problems with a high level of professionalism and confidentiality.

### **Essential Duties and Responsibilities**

- Provide sophisticated calendar management for the Director of Pre-K Initiatives. Prioritize inquiries and requests while troubleshooting conflicts; make judgements and recommendations to ensure smooth day-to-day engagements.
- Act as a liaison and provide support to the Managers and Team. Arrange and handle all logistics for meetings and events: schedule meetings; draft agendas; develop, compile, and distribute presentation materials; and record meeting minutes. Adhere to compliance with applicable rules and regulations set by the division and agency.
- Complete a broad variety of administrative tasks that facilitate the Director's ability to effectively lead the division, including assisting with special projects; designing and producing complex documents, reports, and presentations; collecting and preparing information for meetings with staff and outside parties; composing and preparing correspondence; maintaining contact lists; making travel arrangements; and completing expense and mileage reports.

- Serve as the primary point of contact for internal and external constituencies on all matters pertaining to the Director, including those of a highly confidential or critical nature. Prioritize and determine appropriate course of action, referral, or response, exercising judgement to reflect Director's style and organization policies.
- Work closely with the Director of Pre-K Initiatives to keep them well informed of upcoming commitments and responsibilities, following up appropriately.
- Act as a "barometer," having a sense for the issues taking place in the environment and keeping the Director updated. Anticipate Director's needs in advance of meetings, conferences, etc.
- Maintain open communications with the SSFC team, including meeting regularly with their department leads and providing information and documents as needed.
- Assist with the coordination of all Executive Team meetings and retreats and assist with staff meetings and events as needed.
- Provide "gatekeeper" and "gateway" role, providing a bridge for smooth communication between the Director and staff, demonstrating leadership to maintain credibility, trust, and support with the Team.
- Complete projects by assigning work to appropriate staff, including the Management Team, on behalf of the Director.
- Work with the Management Team to coordinate the Directors' outreach activities. Follow up on contracts made by the Director to cultivate ongoing relationships.
- Manage all aspects of division's office services. Evaluate and assist in developing division policies and procedures for improved workflow and anticipate future needs as division and organization grows.
- Assist in the selection of vendors and purchase equipment, services, and supplies necessary for operation of division.
- Manage information systems operations including hardware, software, desktop support, internal telecommunications, and strategic systems development and planning.
- Replenish office materials such as snacks, printer supplies, paper, office supplies, etc. Provide event management support as requested.
- Provide hospitality to all guests and help to create a welcoming environment. Answer main phone line and respond to inquiries.
- Process and distribute daily mail.
- Invest in building long-lasting relationships both externally and internally.
- Manage petty cash reimbursements and reconciliation.
- Other projects/duties as assigned for the overall benefit of the organization.

**Successful Candidates Must Possesses the Following:**

- Strong ability to execute work with a diversity, equity, and inclusion lens.
- Significant executive support experience, including supporting Managers. Nonprofit board experience is highly preferred.
- Expert proficiency with Microsoft Office and desktop publishing software; ability to design and edit graphic presentations and materials. Strong verbal and written communication skills.
- Exceptional organizational skills and impeccable attention to detail.
- High degree professionalism in dealing with diverse groups of people, senior executives, staff, community leaders, donors, and funded partners.
- Make appropriate, informed decisions regarding priorities and available time.
- Ability to complete a high volume of tasks and projects with little or no guidance.
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround.
- Able to maintain a high level of integrity and discretion in handling confidential information.
- Excellent judgment is essential.
- Ability to switch gears at a moment's notice.

**Education and Experiential Requirements:**

- Minimum of BA/BS degree business administration preferred; however, four years of progressive experience as a Pre-K Priority Program Assistant can substitute for the degree.
- Five Years' experience is preferred.

**Additional Duties:**

- Attend required meetings and training.
- Follow all SSFC policies and procedures.
- Perform other duties as assigned by supervisor.
- Experience with using databases and maximizing their capabilities.
- Computer skills in Microsoft Word, Excel, PowerPoint, and Outlook.
- Operate an automobile and possess a valid driver's license.
- Participate in the professionalism of the organization.
- Demonstrate cultural competence.

**Language Skills:**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of teachers, site managers, clients, parents, and the public.
- Ability to communicate in Spanish is preferred.

**Physical Requirements:**

- Must be able to perform the basic life operational skills of fingering, grasping, talking, hearing, and repetitive motions.
- Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must be able to perform sedentary work; exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects.

**Position Type/Expected Hours of Work:**

- This is a full-time, exempt position.
- The role is office-base, field-base, and follows a traditional work week, with a high degree of flexibility including some remote work and off-site meetings during non-working hours.

**Location & Travel:**

- This position is based in Winston-Salem, NC with a minor amount of travel.
- Travel is primarily local during the business day, although some out-of-the-area and *overnight travel may be expected*.

**Other Duties:**

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.
- Duties, responsibilities, and activities may change at any time with or without notice.



*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.*

***I have read and understand the Program Assistant job description as described:***