



**Position Title:** Program Assistant

**Reporting Structure:** The Program Assistant reports to the Program Manager/WBC Director. Consults with CEO in absence of Program Manager.

Women's Economic Ventures (WEV) is seeking a full-time Program Assistant based in its Santa Barbara or Ventura office.

**Position's Purpose:** A bilingual (English/Spanish), enthusiastic, detail-oriented and helpful individual acts as the first point of contact for clients and potential clients. The position converts interested members of the public into WEV and WBC clients by registering people for programs and services and responding to inquiries. The Program Assistant handles all program data entry and ensures that WEV meets its reporting requirements with accuracy. This position is responsible for front office administration.

**Primary Responsibilities:** *This list of duties and responsibilities is illustrative only of the tasks performed by this position, and is not all-inclusive.*

- Provides front line office reception (telephones, walk-ins, mail, supplies, equipment)
- Offers high quality customer service to ensure positive client, volunteer and contractor experiences
- The level of customer service extends to improve the experience of dissatisfied clients
- Maintains contract and reporting files (both physical and scanned documents)
- Managing orientations
- Researching and booking facilities
- Coordinating the delivery and collection of program documents
- Collecting and processing payments

#### **Data Entry**

- Responsible for all program data entry in keeping with strategic goals and to support reporting
- Works with staff to ensure all documentation is submitted in a timely manner
- Maintains WEV and WBC client and training files to back up data reported
- Maintain quality control of client files to ensure Program Coordinators are following enrollment requirements and complying with standard operating procedures

#### **Program Marketing**

- Assists with posting program and event updates on website
- Coordinating outreach and brochure mailings
- Updating website
- Collecting information from clients for business directory and WEV database
- Coordinates the submission of events to media and community calendars

#### **Performance and Success Measures:**

- Success in supporting senior management
- Professionalism and quality of work
- Efficient and supportive interactions with clients
- Accuracy of data entry and record management
- Engagement with WEV's mission

**Required Skills & Qualifications:**

- Education: *minimum* High school diploma or GED, university coursework or degree and/or minimum 1 year work experience.
- Bilingual with oral and written proficiency in English and Spanish
- Energetic and enthusiastic front line of WEV
- A proactive, pro-solutions professional dedicated to WEV's mission
- Strong writing, multi-tasking, organizational and time management skills
- Demonstrated customer service skills including, patience and professionalism in telephone and email correspondence
- Excellent communication skills, including oral, written and presentation
- Ability to communicate professionally and tactfully with colleagues, volunteers, donors, and Board members.
- Willingness to travel as necessary for administrative tasks, meetings, and program events (maximum distance between WEV offices)
- Reliable vehicle and current auto insurance
- Availability to adjust schedule to work occasional evenings and Saturdays
- Functional proficiency with Microsoft Office suite (Outlook, Word, Excel, PowerPoint) and database usage
- Comfortable using and maintaining office equipment

**Physical Demands:**

- Lift and carry up to 25 pounds without assistance
- Sit at a computer, typing for 60-80% of the time

**Compensation:**

\$17-\$20/hour, depending on experience. Full benefits after 90-day introductory period including health, vision & dental insurance, Simple IRA match plan, vacation & sick days, life & disability insurance.

**To apply:**

Send an email with 'Program Assistant– Your Name' in the subject line, along with resume and cover letter, to WEV's Program Manager at [jobs@wevonline.org](mailto:jobs@wevonline.org). In your cover letter, please describe any personal or professional experience with entrepreneurship, if applicable. No phone calls, please.

**About WEV:**

Women's Economic Ventures (WEV) is a non-profit organization providing training, loans and consulting to entrepreneurs in Santa Barbara and Ventura Counties since 1991. WEV is an Equal Opportunity Employer. While WEV is a non-profit, it more closely resembles a start-up with an entrepreneurial environment. The successful candidate will need to be comfortable in a results-oriented culture, take ownership of their work, and exercise initiative and creativity to be successful.