



Improving Lives Program Assistant-part time

The Bergen Volunteers is a non-profit organization whose mission is to turn caring into meaningful action by organizing volunteers to meet community needs. As a multi-faceted, dynamic organization that operates a number of community programs, we are seeking a part-time Program Assistant to support our Improving Lives team. This team manages our programs that support families and the aging population here in Bergen County. This is a part-time, 20 hours a week, position with the potential to shift into a full-time position.

Qualities and Interpersonal Skills

The Program Assistant ensures the smooth running of programs and provides excellent “customer service” to clients, volunteers and potential volunteers. The successful candidate is a detail oriented self-starter who, while analyzing and communicating progress, next steps and recommendation, can own and manage processes over time and has excellent organizational skills. Team players who enjoy variety in their work would thrive in this position. Someone with Spanish language skills would be particularly helpful in this role.

Primary Duties and Responsibilities:

Recruitment

- Serve as recruiter for potential mentors by:
 - creating and publicizing mentoring opportunities
 - providing prompt and comprehensive follow-up on mentor inquiries
 - coordinating mentor application process including but not limited to scheduling intake interviews, preparing background checks and following up with references for prospective mentors

Data Management

- Manage Mentoring matches in Mentoring Database by:
 - entering case records for mentors and mentees
 - maintaining updated, accurate mentor profiles in database
 - monitoring status and regularly communicating progress and issues surrounding mentoring matches to the team
 - support gathering information for monthly, quarterly and annual reports as required for contract compliance

Match Support

- Support mentor/mentee matching process by:
 - Conducting regular surveys and follow-up evaluations
 - Organizing and executing high profile events including
 - Summer Celebration
 - Mentor Roundtables
 - Holiday Party

- Coordinate holiday gift giving program for mentees
- Prepare graduation certificates and other supporting materials for clients completing programs.

Program Support and Administration

- Provide administrative support to the program by:
 - Scheduling and managing appointments, set-up for meetings and other gatherings.
 - Prepare, manage and organize training and orientation materials; participate in periodic orientations/training sessions.
 - Researching community resources and making them available for mentors and mentees.
 - Other duties and responsibilities as assigned, including support for the Successful Aging programs.

Requirements:

- Minimum of 2 years of work experience; 3+ years preferred.
- Project management skills and training strongly preferred, including event and/or project planning and execution.
- Passion for and understanding of the importance of both volunteer and client experience.
- Sensitivity to working with diverse populations.
- Highly energetic professional with a proven track record of skilled detail work, organizational abilities and follow-through.
- Ability to work well under pressure, manage ambiguity and meet deadlines in a fast-paced, mission-driven environment.
- Demonstrated excellent writing and communication skills.
- Team-oriented, strong interpersonal and collaboration skills.
- Demonstrated ability to manage multiple priorities, learn quickly and take initiative.
- Good sense of humor, with a positive, buoyant demeanor
- Expertise in Google Platform and Microsoft Office suite; quick study of other databases and software tools.
- Willing to work occasional evenings and weekends.
- Bilingual in English and Spanish preferred

Physical Requirements

- Sitting and extensive computer work.
- 2nd floor offices, no elevator.
- Ability to lift up to 30 pounds.

Compensation

- Salary range is \$20-24 an hour

Application Process

- Submit Resume and Cover letter to Kimberly Malone at KMalone@bergenvolunteers.org. Applications will be processed on a rolling basis till the position is filled.