



Job Description

TITLE: Program Assistant

REPORTS TO: Director of Programs & Services with day to day direction provided by Resource & Support Liaison (Pittsfield office)

HOURS: 15 Hours/week

Position Summary: Provide ongoing clerical support to the Western Regional office and the office Resource & Support team. A self-starter who can take initiative in completing the tasks assigned.

Responsibilities:

- Clerical support to the Western Resource & Support team
- Order and or shop for office, kitchen and necessary items needed in the regional office
- Office Greeter/Receptionist-strong ability to listen, provide empathy and take accurate messages
- Disseminate requested information via email and/or mailings
- Gather and disseminate office correspondence; update mailing/contact info in database as needed
- Assist with regional calendar-labels, copying, assembly & coordinating needed volunteers
- Reminder calls to survivors/caregivers regarding support groups or upcoming Recreation events
- Database entry and maintenance of Southeast regional contacts, call dates and volunteer hours



- Maintain a list of all area professionals/organizations that receive our information and regularly check-in regarding supply of inventory
- Assist with office events as needed
- Attend monthly BIA-MA staff meetings and assist with all- staff events

Requirements and Skills

- A minimum of a High School Diploma
- Valid Massachusetts license with excellent driving record and access to personal vehicle for business travel within Massachusetts
- Must be detail-oriented and organized
- Excellent written and verbal communication skills
- Excellent computer skills, including internet proficiency (experience with Microsoft Word, Excel, Publisher)
- A self-starter who can multitask well
- Disability friendly and familiarity with brain injury a plus
- Ability to lift 25lbs. Is preferred
- Strong interpersonal skills
- Must pass CORI and background check as appropriate

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person. The person may be required to perform duties outside of their normal responsibilities from time to time, as needed.