



## **West Hollywood Program Assistant**

### **Job Description:**

The Program Assistant is responsible for providing clerical and organizational support to the West Hollywood Regional Office and performs all duties in accordance with the organization's policies and procedures.

### **Responsibilities**

- Serve clients and visitors by greeting, welcoming in a professional manner, and directing them appropriately.
- Answer and address incoming phone calls in a timely and polite manner
- Inform visitors by answering or referring inquiries.
- Determine visitor needs in a professional manner.
- Provide clerical support including, but not limited to, filing documents accurately, maintaining equipment and reporting any malfunctions
- Performs inventory of office supplies and orders what is needed according to office protocol.
- Maintain an attentive posture.
- Represent organization in an ethical and professional manner
- Inform prospective clients of the full range of services available within the region.
- Effectively communicate and consult with the team to ensure timely follow up.
- Facilitate meetings; including setting agenda items; record and transcribe minutes and meeting notifications.
- Perform data entry into various database systems.
- Receive deliveries, sort and route incoming mail and prepare and deliver outgoing mail.
- Assume other responsibilities as assigned.

### **QUALIFICATIONS:**

- High School diploma or GED equivalent required; College degree in related field preferred.
- Must have access to a car, valid CA driver's license, proof of CA auto insurance, and ability to travel countywide.
- Successful work experience in a front office setting or in another clerical position.
- One-year prior experience in a social work environment working with clients, preferred.
- Fluency in the English language is required. Fluency in Spanish is preferred.
- Effective communication skills, both verbal and written.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- Well-organized and detail-oriented with the ability to manage multiple projects.
- The ability to work collaboratively with other personnel and or service providers or professionals.
- Ability to work both independently and as part of a team.
- Working knowledge of Microsoft Office and comfortable working with various database platforms.
- TB screening required annually.

### **Notices**



## Alliance for Housing and Healing

Alliance for Housing and Healing is an equal opportunity employer. We want to have the best available persons in every job. Alliance's policy prohibits discrimination based on medical conditions, pregnancy, childbirth or related medical conditions, breastfeeding or related medical conditions, perceived medical conditions, race, religious creed (including religious dress and grooming practices), color, sex, gender, perceived sex or gender, gender identity, gender expression, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, genetic information, citizenship status, Uniform Service Member and Veteran status, transgender status, sex stereotypes, domestic partner status, political affiliation or belief or any other basis protected by federal, state, or local law or ordinance or regulation. All such discrimination is unlawful. Alliance is committed to compliance with all applicable laws providing equal employment opportunities. Alliance's anti-discrimination policy applies to all persons involved in the operation of Alliance and prohibits unlawful discrimination by any employee of Alliance, including supervisors, co-workers, and third parties doing business with Alliance such as vendors, independent contractors, unpaid interns, volunteers, and others doing business with Alliance. This policy governs all aspects of employment, including advertising, recruitment, testing, selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Alliance will consider for employment qualified applicants with criminal histories in a manner consistent with relevant legal requirements, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance, where applicable.

Any employment agency, person, or entity that submits a resume to Alliance, or to a hiring manager does so with the understanding that the applicant's resume will become the property of Alliance. Alliance will have the right to hire that applicant at its discretion without any fee owed to the submitting employment agency, person or entity. Alliance, will only work with agencies who have currently executed fee agreements with Alliance and have been engaged on a search.

### **To Apply:**

Please send you resume and cover letter to Michelle Camacho at [mcamacho@alliancehh.org](mailto:mcamacho@alliancehh.org).