



Cen-Tex Family Services, Inc.

2402 North Main Street, Bastrop, TX 78602

Ph. (512) 303-7737 Fax (512) 303-6604

An Equal Employment Opportunity

Job Vacancy Announcement #: 19-25

Job Title:	Program Assistant	Location:	Bastrop, Texas
Schedule	M-F 8am-4:30pm	Classification:	Regular-12 Month
FSLA:	Non-Exempt		

Job Summary:

Provides general clerical support with to the administration and program staff. This position will be responsible for managing the front desk area to include answering multiline phone system, mail distribution, translating program material, and other duties to provide necessary support to the program.

Minimum Qualifications:

- High School Diploma/GED and related office experience.
- Must be fluent in English and Spanish with the ability to speak, read and write
- Ability to arrive on time with good work ethic and a professional appearance.
- Experience with modern office communications systems: E-mail, voice mail, IBM compatible computer system, and the ability to operate various office equipment: Computers, fax, photocopy, etc.
- Data entry
- Customer service experience helpful.
- Good verbal and written communications skills.

Essential Duties:

- Arrive to work on time, work scheduled hours.
- Answers multiline telephone system directs the caller to the appropriate department and takes and retrieves messages for various personnel.
- Greet and assist visitors, families, vendors, and employees.
- Provide information to callers, including: basic information about agency services; enrollment, and job openings.
- Receives, sorts and forwards incoming mail.
- May coordinate the pick-up and delivery of express mail services (FedEx, UPS, etc.)
- Maintains office supply inventory by ordering, receiving, stocking and distribution of office supplies.
- Provide support to program departments, including, filing, copying, and data entry.
- Assist with scheduling Policy Council and contacting members regarding meeting notices, arranging carpools, agendas, handouts, etc.
- Assure and maintain the confidentiality of employee personnel files, child files and agency records.
- Will work closely with all departments.
- Work effectively with individuals of diverse educational, socio-economic, and cultural backgrounds, and those with disabilities and special needs.
- Provide a positive and professional image to co-workers and the community that is supportive of the agency's goals and objectives.
- Ensure the lobby area is free from hazards and the appearance is neat and presentable.

- May run routine errands.
- Assist the HR Department with various projects.

Knowledge, Skills and Abilities

- Must be proficient in the use of computers, including Microsoft Word and Excel, office phone systems, and other office equipment.
- Ability to exercise good judgment.
- Ability to promote and exhibit professionalism in an office environment.
- Must be a self-starter and able to work independently.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Demonstrate excellent written and verbal communication skills, including the ability to successfully communicate with the public, other employees and vendors.
- Proven job diligence, dedication and attention to detail.
- Comfortable with interacting with various levels of staff and management, while working in a fast-paced environment.
- Must take initiative.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This is largely a sedentary role; however, filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.