

Job Posting

Position: Program Assistant
Position location: **Tampa, Florida**
Council Website: www.tampabayscouting.org
Hours: Monday through Friday – 8:30am to 5pm (Full Time position with benefits)

POSITION CONCEPT:

This position provides program assistance to council events and Customer Service area through daily administrative tasks.

PRINCIPLE RESPONSIBILITIES:

- Process data input, tracking, over the counter, via phone and online event registration for council programs.
- Assist field staff team members and leaders with program secretarial support functions.
- Provide customer service to walk-in traffic and phone calls with inquiries for membership services, awards and unit – related information, and all payments.
- Receipt payments in system for events, unit payments and programs/activities.
- Database record keeping and management for Council and District events, special events and/or any related events as requested.
- Process printing of program flyers and mail room materials as needed.
- Process General Liability Insurance requests from units and special events.
- Assist with daily close-out reports, monthly close-out reports, and end of year for Registration and Cash-Receipt system.
- Serve as back up assistant to Registrar for membership processing.
- Cross-trained to provide assistance to Field Secretary for secretarial support and duties.
- Process Work-Orders as assigned by Supervisor

ACCOUNTABILITY:

- To be accountable to Supervisor and Managers for achieving work results.
- To be accountable to the Supervisor for task and project completion in a timely manner.
- To be reviewed quarterly by your supervisor on achieving your SMART goals by year end and achieving your weekly and monthly objectives.

POSITION QUALIFICATIONS:

- Proficient in MS applications (Word, Excel, PowerPoint, Publisher, Access and Outlook); require advanced knowledge and hands-on experience in Excel and database management and mail merge.
- Minimum of High School diploma or GED. Preference of Associate Degree or Administrative Support training certification or equivalent from an accredited institution.
- Preferred professional experience and/or related background in fast-paced professional support role of at least 3-5 years.
- Deadline-driven, details-oriented, ability to follow instructions and complete tasks with desired results with flexibility to adapt to changes if needed.
- Professional attitude, friendly, courteous, and ability to work with team members.
- Bi-lingual preferred (Spanish/English fluency) desired, but not required.

Other Related Activities:

Contingent on the Council's need and the demonstrated abilities of the Assistant involved, additional duties will be performed as assigned.

Work Relationships, Supervision, Volunteer Relations:

- A positive working relationship must be kept with the office and professional staff of the Council. This includes courtesy, respect, and flexibility.
- Supervision comes directly from Supervisor. An open door policy is always in effect and any problem can be discussed and any help requested without fear of reprisal.
- Volunteer relationships are paramount. The Assistant must have the utmost integrity both in his/her professional and personal life. How the Assistant is perceived is the cornerstone of the position.

Materials and Equipment Used:

Computer (desktop), fax machine, computer, copy machine, television, tape recorder, file cabinets, hand truck, telephone, hand tools.

Physical Activities:

Climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, traveling, and sedentary to heavy work.

Mental Demands:

Reading, detail work, confidentiality, problem solving, language, stress, training, math, reasoning, verbal communication, written communication, adult contact, youth contact, multiple current tasks, constant interruptions.

Working Conditions:

The Assistant is subject to both inside and outside conditions, but is not substantially exposed to adverse environmental conditions.

How to apply:

Qualified candidates must submit cover letter and resume with salary history to angelique.saffore@scouting.org.

***Absolutely No Phone Calls
Only the most qualified candidates will be contacted.
(testing and background check will be conducted thoroughly)***