



## **Program Office Assistant 20-25 hours per week**

### **Organization**

Hill House is an independent, non-profit community center that serves families living and working in Boston and is dedicated to providing year-round programs, events and outreach activities. Our mission is to create a stronger urban community that connects children and their families and helps make it easier for parents to raise their children in the city.

### **Position Overview**

The Program Office Assistant will support the operational aspects of running Hill House's 150+ classes and programs throughout the year. The primary responsibility of this position is to provide administrative support to the Program, Development, and Finance departments, as well as to the Office Manager and Executive Director. Based at the front desk of our 127 Mt Vernon Street location, they provide direct customer service by answering phone calls, sending emails, and interacting directly with our program participants, families, and community members. As the first point of contact for many community members at Hill House, the Program Office Assistant acts as a positive representative of the organization at all times.

The Office Program Assistant reports to the Office Manager, and also works closely with all Hill House staff, particularly with the Program Director and the Program Department.

This position is part-time, hourly, and year-round, and has access to some benefits including paid time off and retirement plans. The position requires 20-25 hours per week (4-5 hours per day, Monday-Friday), generally occurring in the afternoon/early evening. Total hours and weekly schedules vary depending upon program schedules and season. Occasional night and weekend hours required. An example schedule for the position could be:

- September – May: Monday – Friday, 2:30pm – 7:30pm
- June – August: Monday – Friday, 1pm – 5:45pm

### **Key Responsibilities**

- Support the Hill House team in the administration of successful & high-quality programs
- Attend to all front desk duties, including greeting families, answering phones, responding to emails, closing the building, and, at times, opening the building.
- Assist families with program registrations and related transactions
- Manage data-entry projects into our online systems, including class descriptions, program participant information, etc.
- Help create fun, engaging flyers & bulletin boards to market Hill House programs to families
- Communicate important program information to families via our website, email notification, text alert, and phone systems.
- Assist in the setup and breakdown of classrooms and athletic fields.
- Staff building rentals, as needed.
- Monitor the entry and departure of class participants.
- Support Executive Director, Development Director, Office Manager, and other leadership team staff, as well as the Board of Directors, with administrative tasks as assigned

## **Skills and Qualities of a Successful Candidate**

- Excellent customer service and problem solving skills.
- Strong organizational, interpersonal, and communication skills.
- Ability to manage assigned work and provide high-quality customer service amidst frequent interruptions in a busy environment
- Strong desire and proven ability to work with children, families, and community partners
- Knowledge of or demonstrated interest in recreational and educational programming for children
- Ability to relate to children and other staff as part of a team
- Experience and comfort with a variety of computer software programs, including Microsoft Office, Activenet program database, and Donor Perfect.
- Highly motivated and flexible in order to perform the diverse range of tasks required in a small, non-profit setting -an entrepreneurial, get-it-done instinct and attitude is essential.
- Previous work experience is not required, but one- or two-years' experience is a plus.
- Strong character including but not limited to a sense of humor, enthusiasm, maturity, and patience

## **General Requirements**

Successful candidates will be 18 or older and will have graduated from high school. Candidates must complete CORI and SORI background check forms as required by the state of Massachusetts. Possession of a driver's license is preferred but not required.

She or he must have the ability to multi-task, adjust to seasonal or event-related fluctuations in workload, and thrive in a fast-paced environment.

While training and management support will be provided, the Program Office Assistant must possess the ability to work autonomously and with limited direction. He or she must have an ability and willingness to interact with the public, and specifically with families, and must also have the ability to lift boxes, tables, and chairs that can weigh 25-30 lbs. Like all Hill House employees, the Program Office Assistant is expected to contribute to a culture based upon respect, teamwork and collaboration.

## **Wage and Benefits**

The wage for this position is commensurate with experience. This is a non-exempt, hourly position.

## **To Apply**

Please send a resume and cover letter to [bjameson@hillhouseboston.org](mailto:bjameson@hillhouseboston.org).