

TITLE: Program Administrative Support Specialist

Department: Administration

Status: Full-time, Non-Exempt

Reports To: HR/Office Manager

Supervises: None

Job Summary

Under the direct supervision of the HR/Office Manager, the Program Administrative Support Specialist is responsible for performing programmatic and administrative work supporting the day-to-day program operating activities and/or services. This role specifically provides support for programs rather than a person or department. The assignments include fulfilling clerical duties such as data entry, document management, file management, and organizing paperwork.

Major Duties and Responsibilities

- Provides support for programming, activities, events, and office functions, primarily handling administrative and clerical tasks for the department assigned to.
- Cover various departments when a program staff is out sick, on vacation or on leave.
- Prepares, compiles and processes program registration forms, attendance sheets, and rosters.
- Draft program-related memoranda and handle official communication lines.
- Tackle tasks directly related to program management, such as handling technical challenges, participating in events, and managing clients.
- Maintain a clean work area, free of debris or safety hazards and awareness of surroundings (i.e. vehicles, people, equipment, etc.) at all times.
- Perform Administrative Assistant duties when needed and/or as requested.
- Participate in all staff meetings and organization's special events.
- Assists in monitoring and coordinating campus environmental health and safety programs, including safety inspections, accident investigations, and safety training.
- The law mandates that professionals and personnel of any public or private agency or institution, or other individuals providing social services and financial assistance are **required** to report suspected child and/or vulnerable adult abuse or neglect. As a Palama Settlement employee, you must report any suspected cases of abuse or neglect to your supervisor.
- Perform other duties as assigned.

Qualifications & Education

- Requires ability to work independently under general direction.

- Knowledge of the mission, function and operational policies and procedures of the agency or department and program(s) to effectively, accurately and expeditiously complete work assignments in concert with established operational objectives.
- Knowledge of administrative concepts and practices to provide programmatic and administrative support to the program staff.
- Ability to communicate with others both orally and in writing to formulate and present report conclusions, explain and interpret factual information and ensure cohesive and cooperative efforts.
- Excellent interpersonal and customer service skills and ability to work with individuals of diverse cultures.
- Knowledge of, and proficient in the use of operating a personal computer (PC), utilizing Microsoft Word, Excel, Access, PowerPoint, etc., and a willingness to learn new technology associated with assigned work tasks.
- Able to multi-task and adjust to work priorities in a fast-paced, busy office setting and function well in a high-pace stressful environment.
- Excellent organizational skills, attention to detail, capacity to work under deadline pressures and handle a variety and multiple assignments efficiently with accuracy and timeliness.
- High school diploma or general education degree (GED); *2-year college with related experience in business administration is desirable.*
- Two years of progressively responsible clerical and secretarial experience is required; *Database data entry and maintenance experience is preferred.*

Working Conditions

- **Work Hours:** General office hours: Monday to Friday, 10:00 a.m. to 6:30 p.m. including half-hour lunch break.
- **Work Environment:** Indoors at a workstation.
- **Mental and Physical Demands:**
 - Ability to operate general office equipment including computer, copier, printers, fax etc.
 - Ability to lift, carry, push, pull, up to 25 lbs. of general office material or equipment.
 - Ability to climb stairs; deliver mail, supplies to departments.

Additional Requirements: (certifications, driver's license, etc. – if applicable)

- Current CPR/First Aid certification (or ability to obtain certification within 6 months of hire date)
- Criminal background clearance: (Hawaii Criminal Justice Data Center, National Sex Offender Public Registry, National Criminal History Database)