JOB ANNOUNCEMENT
Program Assistant

ABOUT THE ORGANIZATION: The California Child Care Resource & Referral Network (Network), a nationally recognized non-profit membership organization, addresses the needs of parents and child care providers throughout California. The Network works with 69 local child care resource and referral (R&R) programs, throughout California, to inform parents and the public about quality child care, assist child care providers to serve their communities and encourage positive policy changes on the local, state, and federal levels. The Network provides leadership and vision for the continuous development and improvement of resource and referral services statewide, helping to build, support, and advocate for a quality child care system that supports the diversity of families and children in every community in California. The Network reinforces its mission, practices and policy priorities to address inequity and child poverty and to promote the wellbeing of children, in particular for Black children and families. By prioritizing equity and anti-racism work, with a focus on Black families, we can best ensure the well-being of all children in our state.

For more information about the Network, please view the website at http://www.rrnetwork.org.

SUMMARY Program Assistant

40 hours/week (1 FTE)/Monday-Friday 9 A.M.-5:30 P.M. Non-Exempt

This position is funded through June 30, 2023

$21/hour - $28/hour depending on experience 1 FTE

Excellent benefits (health/dental insurance, paid vacation/sick)

Awarded the Healthy Mothers Workplace Award for Excellence in

Maternal Health & Equity

LOCATION: Hybrid/Remote position

San Francisco, Greater Bay Area, Sacramento

REPORTS TO: Administrative Systems, Training & Events (ASTE) Coordinator

APPLICATION DEADLINE: Open until filled

DESCRIPTION: The Program Assistant will work as part of the Provider Services team, supporting the CA Child Care Initiative Project, Trauma-Informed Care Training & Coaching, and Family, Friend, and Neighbor projects. Responsibilities will primarily be directed towards: administrative support (50%), event support (20%), data processing (20%), and graphic design (10%)

JOB RESPONSIBILITIES:

- Create, disseminate, and process online forms, evaluations, and surveys
- Work closely with the ASTE Coordinator to support event coordination, preparation, and follow-up for trainings, events, and webinars; including: online registration, preparation of materials, providing TA during events, as appropriate
- Extract and clean information from data sources e.g., CCIP Database, ECE Workforce Registry, Excel, Word, JotForm, Survey Monkey
- Compile qualitative and quantitative data for reports, fact sheets, and presentations
- Develop fact sheets and infographics
- Maintain the Provider Services web pages
- Design and format newsletters, publications, and other documents
- Update and maintain client contact information
- Organize, inventory, order, and invoice supplies and materials for the Provider Services Department
- Process, track, and file invoices, reimbursements, and check requests
- Communicate with clients/coworkers via telephone, mail, email, and newsletters
- Track technical assistance and submit monthly reports to Project Manager(s)
- Participate in conference calls, webinars, and digital/in-person meetings and events with Network colleagues and local CCR&R staff.
- Build positive workplace relationships and work as a collaborative and reliable team member of the Provider Services Team, which includes out-posted staff members in different parts of the state.
- Provide support as needed for meetings and events i.e., conferences, training or trainers, webinars, etc.
- Perform administrative tasks including filing, word processing, and resource management
- Other duties, as assigned

QUALIFICATIONS NEEDED:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associate's degree, preferred
- Must have experience working with data
- Ability to analyze and work with large sets of data
- Ability to follow instructions and effectively manage multiple tasks and priorities
- Must be detail oriented
- Work well independently and collaboratively as a reliable team member
- Communication: uses well-developed analytical, technical, computer and oral and written communication skills
- Demonstrate time-management, organization, accuracy, and follow-through skills
- Experience, willingness, and ability to use technology to communicate and carry out job responsibilities
- Familiarity with Microsoft Office Suite, Adobe Acrobat and InDesign, GoToWebinar, Zoom, YouTube, rsvpBOOK, WordPress, MailChimp, Survey Monkey, and JotForm, a plus

- Ability to be flexible, resourceful, innovative, and adapt to the changing needs of the program, department, and agency
- Bilingual Spanish or Chinese/English language competence (oral and written fluency), preferred
- Valid California driver's license and clean DMV record
- Ability to travel within California (approximately 10%)

WORK ENVIRONMENT/PHYSICAL DEMANDS:

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This job can be done from home, with access to a secure internet.
- Ability to travel to main office in San Francisco and across the state for tasks and meetings as needed.
- The noise level in the work environment at main office is usually moderate.
- While performing the duties of this job, the employee is regularly required to sit and talk or hear.
- The employee is occasionally required to stand and walk.
- Capacity to lift 25lbs.

APPLICATION PROCESS: Email a cover letter and resume to Jobs@rrnetwork.org. **Resumes without cover letters will not be considered.** Candidates invited to interview will be required to submit a completed Network Application form prior to interview.

The California Child Care Resource & Referral Network is an equal opportunity, affirmative action employer.