

Program Assistant

As a Program Assistant at NRM, you will be a key member of the Crisis & Development Center team. Your overall focus will be ensuring the success of NRM's programs through direct client engagement and providing program support. This position is located at our Crisis & Development Center off Strickland Rd.

About NRM:

At NRM we believe that God desires for everyone to thrive. Therefore, we have set out to equip families and individuals in crisis with the resources and skills they need to achieve stability. We do this through our three programming areas; the NRM Food Pantry, the Guidance and Prayer program, and the Journey program. Position Description:

Client Communication

- Answer the telephone for the Crisis and Development Center giving support and accurate information to all callers, completing initial eligibility assessments, and making internal and external client referrals.
- Engage clients in NRM programming by encouraging collaboration toward lasting change.

Program Support

- Ensure program materials are stocked and made available to all clients.
- Reserve church and community space for classes, groups, and special events.
- Ensure meals, incentives, and materials are prepared for each class, group, and special event.
- Assist with the coordination of food drives and provide written thanks to donors as appropriate.
- Track and report on all food pantry donations.

Volunteer Oversight

- Manage Crisis and Development Center Volunteer coverage, ensuring all shifts are covered for planned and emergency volunteer absences.
- Oversee Volunteer training and socials, including scheduling, invites, and material and room preparation.
- Ensure volunteers receive recognition for birthdays and significant life challenges through managing the signing of greeting cards by the team.

Database Management

- Enter client data efficiently and accurately on a daily basis.
- Pull data and complete reports for leadership, stakeholders and funders on a monthly basis and as requested.
- Ensure Volunteer database is up to date with current Volunteer schedules and contact information.

Experience

- Associates Degree required, Bachelor's Degree preferred.
- Basic Spanish proficiency

- Work with vulnerable client population preferred

Requirements:

- Time management skills
- Attention to detail
- Strong verbal and written communication skills
- Discretion and judgement
- Office administration and reporting skills

Availability:

- Full Time – 32 hours a week