



Program Assistant Job Description

Description: The Program Assistant for Teen Life exists to support and empower the Program Director and Community Advocates in all aspects of programming. This position will engage with any administrative task needed to ensure quality program delivery and will report directly to the Program Director.

Proficiencies: Fluent in Word, Excel, Google Apps, and preferably Salesforce. Able to function virtually and in our physical office in Southlake, TX. Self-motivated and able to work independently. Attention to detail and clear communication is a must. Organized, positive, friendly, flexible, intuitive. Willing to learn new things.

Part Time: 20-25 hrs/wk; TL office in Southlake/remote at discretion of CEO

Key Results Areas:

Salesforce Administration:

- Create and maintain all groups when requested by school or facilitator or community advocate
- Track and edit groups upon request or start/completion of the group
- Communicate with Community Advocates and the Program Director on missing data
- Create weekly report updating numbers and feedback for review
- Input and maintain data on all stakeholders interacting with programs
- Track and process all Pre/Post Test data when received
- Maintain a working knowledge of Salesforce and specifically the TL organization
- Run reports at the request of any director or executive team members

Training Management:

- Manage registration, paperwork, background checks, and other tasks with facilitator on-boarding
- Track and follow up with facilitators throughout training
- Mail First Group Kits when needed

Facilitator Relationships:

- Assist Program Director in recruitment and research of new facilitators
- Schedule meetings on behalf of the Program Director
- Proofread documents
- Assist with birthday cards, thank you notes, mailing shirts as needed
- Assist with Volunteer Appreciation Program tasks

School Partner Relationships:

- Send marketing and communication materials to prospective schools
- Send and track contracts and MOU's
- Assist with birthday cards, thank you notes, mailing shirts as needed
- Assist with School Staff/Partner Appreciation tasks

Other tasks as requested