



## Program Assistant

Position: Regular, Full-Time, Non-exempt

Department: Program

Reports to: Program Director for Youth & Social Services  
Program Manager for Anisfield-Wolf Book Awards

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**Summary:** Provide administrative support to the Program Director and the Program Manager and their board-directive initiatives. *The program assistant conducts the following support duties, exercising independent judgment and initiative, in an effort to help the program directors and managers carry out their jobs at the highest level.*

### Responsibilities and Expected Outcomes:

- Assist Director/Manager to implement and manage major programmatic initiatives in the area of youth and human services by processing internal and external grant requests to fund/sustain initiatives to local, state and federal government entities; process sub-contracts that evolve from initiatives.
- Manage key aspects of Board-directed initiatives, i.e., to create and maintain databases to manage and monitor budgets and expenses; participate in development planning meetings and be responsible for carrying out strategy tasks.
- Track and process invoices for consultants, vendors and all initiative-related meeting expenses, ensuring adherence to contracts.
- Assist in preparation of materials related to multiple initiatives for quarterly meetings of the Board of Directors and initiative updates for the Grantmaking and Community Engagement Committee of the Board (gather information to assist director in preparing write-ups and other materials from multiple resources; prepare multi-media PowerPoint presentations, as required, to communicate relevant information to the Board, community, conferences and other meetings).
- Screen incoming calls; respond to inquiries from major initiative partner organizations, public officials and the business sector, as well as grantees, grant seekers, community representatives and staff regarding newly-implemented and ongoing initiatives. Prioritize and determine appropriate disposition of incoming calls, using professional judgment to resolve inquiries as appropriate.
- Manage calendars; schedule appointments with internal and external parties; manage meeting logistics, including site selection, negotiating contracts, securing catering and other vendor services; set-up and clean-up. Attend functions to oversee activities, intervening as necessary to ensure meetings/events run smoothly.
- Make travel and hotel arrangements for the directors and external partners for site visits associated with initiatives; track expenses of the attendees and handle processing of expense reimbursement.



- Compose responses to routine inquiries and proof proposal write-ups and other general correspondence at the request of program directors.
- Maintain and organize program director/manager's files.

**Essential Qualifications, Credentials and Technical Skills required:**

- A high school diploma or equivalent and four to six years of progressively responsible administrative experience working in a professional office environment using word processing and database programs. Bachelor's degree or associate's degree preferred.
- Ability to collaborate with others internal and external to the organization.
- Ability to respond sensitively and patiently to internal and external inquiries in a timely manner and the ability to handle sensitive information and maintain confidences.
- Demonstrated customer service orientation and an ability to interact confidently and effectively with people of diverse cultural and socio-economic backgrounds.
- Ability to take a proactive role in team efforts, promote cooperation and collaboration between team members and encourage open communication in multidisciplinary teams.
- Ability to think critically and solve problems.
- Ability to plan and work strategically.
- Demonstrated detail orientation, flexibility, and ability to prioritize, coordinate and manage several projects simultaneously with a series of continuous deadlines.
- Ability to work outside of normal business hours when necessary.
- Excellent grammar, spelling, proofing, and organizational skills.
- Demonstrated proficiency in Microsoft Word, Excel, Outlook and PowerPoint.

*Other highly desirable qualifications include:*

- Familiarity with Cleveland citizens, business, and nonprofit community.

**APPLICATION PROCESS:**

Starting salary for this position will be commensurate with the selected candidate's background and experience. The foundation offers an exceptional benefits package including medical, dental, vision, life and disability coverage, a comprehensive wellness program, a fully vested 403(b) retirement plan and two weeks of vacation the first year of service, prorated based on date of hire. If you are interested in applying for this position, please send a resume and cover letter **indicating salary requirements** to [resumes@clevefdn.org](mailto:resumes@clevefdn.org) by June 23, 2019. ***We regret that we cannot respond personally to each applicant.***

**Our Mission:**

to enhance the lives of all residents of Greater Cleveland, now and for generations to come, by working together with our donors to build community endowment, address needs through grantmaking, and provide leadership on key community issues.

**Our Vision:**

to use the power of philanthropy to enable Greater Cleveland to be a great and global American city. Together with our donors and partners, we will make innovative, impactful, and internationally recognized contributions to the field of philanthropy.