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LIGHTHOUSE JOB DESCRIPTION

**POSITION:** Program Assistant; LightHouse Little Learners Childhood Program

**STATUS**: Full-Time

**REPORTS TO:**  Program Director, Little Learners Childhood Program

**APPLICATION DEADLINE:** URGENT. Open Until Filled.

**JOB PURPOSE:**

LightHouse for the Blind and Visually Impaired, headquartered in downtown San Francisco, is looking for a Full-time Program Assistant to staff a new position within our organization supporting the LightHouse Little Learners Early Childhood Program.

Under the supervision of the LightHouse Little Learners Program Director, the Program Assistant provides administrative support to the Program Director and the Early Childhood Blindness and Low Vision Specialists and serves as the first point of contact for LLL inquiries and referrals.

The Program Assistant also coordinates with the Finance Department to enter client data into Client Relationship Management Systems (CRM), such as Salesforce, for the purpose of billing for services, entering data for LightHouse Little Learners and other LightHouse programs.

**Diversity and Inclusion:** LightHouse intentionally and actively works to minimize barriers to employment faced by many marginalized groups. As a result, we welcome applicants from diverse backgrounds and abilities, including but not limited to applicants who possess various disabilities, racial and ethnic backgrounds, sexual orientation, gender identities, and ages.

**QUALIFICATIONS:**

**Education or equivalent**:

* B.A. from an accredited college or university
* Education in a related field preferred

**Experience**:

* Minimum of three years prior office management experience preferred
* Conversational Spanish is a preferred asset

**Transportation:**

* The ability to travel to various locations throughout the SF bay area and Northern and Central California is essential to the duties of this position.
* Strong organization and prioritization/time management skills that ensure timely completion of weekly tasks and long-term projects
* Positive attitude and strong work ethic
* Creative problem-solving skills
* Ability to work in a fast-paced environment with changing priorities and demands
* Strong public speaking skills
* Valid California Driver’s License or valid California REAL ID
	+ Facility with driving and/or navigating public transportation

**PHYSICAL REQUIREMENTS:**

* Commitment to following COVID-19 protocols, including use of required Personal Protective Equipment (PPE), social distancing and hand-washing techniques, during in-person services.
* Able to lift boxes and materials up to 30 pounds

**JOB RESPONSIBILITIES:**

* Respond to and fulfill incoming requests from Early Childhood Blindness and Low Vision Specialists, who are working from home offices in northern and central California
* Answer phones and respond to inquiries, accept client referrals and is knowledgeable about the LightHouse Little Learners (LLL) Program and community resources for families and professionals
* Monitor and manage contracts for service and associated billing processes involving data entry into client relationship management systems
* Communicate effectively with families, medical and education professionals, equipment vendors, representatives of contracting agencies, donors, and volunteers through a variety of communication methods: phone, email, text, fax, etc.
* Maintain office supplies, inventory, and electronic file systems
* Order toys and materials for Program Director and Early Childhood Blindness and Low Vision Specialists
* Assist with preparations for regular LLL Staff Meetings
* Coordinate and manage timelines for special projects, such as American Printing House for the Blind Annual Registry, conferences, and client research opportunities

**Technology Skills:**

* Knowledge of basic computer and technology skills with the following preferred experience with Calendaring, Microsoft Office, Word, Excel, and Outlook as well as other Software Applications, such as Salesforce, ADP, Zoom tele-conference; and including facility with encrypted data communication systems
* Strong Salesforce Client Relationship Management (CRM) systems knowledge and facility with data entry to maintain accurate client data and billing for services

**Other:**

* Strong interpersonal and phone communication skills
* Calm, welcoming manner and communication style
* Ability to manage competing priorities in a busy office setting, whether in-person or remote circumstances

* High level organization and prioritization/time management skills

Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice

**WORKING CONDITIONS:**

* Works a typical workday from 9 AM to 5 PM with mandated break times, 5 days per week
* Works in a well-lighted, ventilated home or headquarters office area
* Works at events including indoor and outdoor environments including occasional overnight stays at Enchanted Hills Camp in Napa
* Works and communicates effectively with a variety of individuals: adults, children, volunteers, interns, etc.
* With the approval of their supervisor, attends and participates in professional development opportunities related to job responsibilities
* Attends all Lighthouse all-staff events and, with the permission of their supervisor, optional Lighthouse blindness learning events.
* Willingness to be fingerprinted and complete a background check, including a Livescan
* Willingness to complete a TB test

LightHouse is an equal opportunity employer. The Lighthouse’s Equal Opportunity statement can be found here**:** [**https://lighthouse-sf.org/about/careers/**](https://lighthouse-sf.org/about/careers/)

**Compensation:** Depending on Experience; “industry competitive”

**HOW TO APPLY:**

Please include a cover letter and résumé as Word attachments (no PDFs please), to hr@lighthouse-sf.org, including the job title in the subject line. We will not consider videos or hyperlinks to online profiles. Due to time constraints, we will only respond to complete submissions in which there is serious interest, thanks for your understanding.