Position: Program Assistant II (Limited Term)—Live Oak (Bilingual English/Spanish Required)

Program: Meals on Wheels for Santa Cruz County
A Program of Community Bridges

Community Bridges envisions a thriving community where every person has the opportunity to unleash their full potential. Our family of ten programs delivers essential services, provides equitable access to resources, and advocates for health and dignity across every stage of life.

Position Description:
Under the general supervision of the Assistant Program Director, provides administrative, clerical and programmatic support for the Home Delivered Meals and the Dining Centers of Meals on Wheels for Santa Cruz County; including other duties as assigned.

Duties and Responsibilities:
1. Provides general reception support for the Meals on Wheels administrative office completing intake information and providing information about home Delivered Meals and the Dining Center Program, the services of Community Bridges, and community resources which may require the use of tact, discretion and the exercise of independent judgment in solving problems and interpreting policies and procedures as needed.
2. Assists in entering Congregate and Home Delivered Meal participants into SAMS database and monthly meals provided.
3. Conduct outreach to seniors regarding Calfresh and other outreach as needed.
4. Assist seniors with CalFresh applications electronically and provide support with follow-up to complete applications when necessary.
5. Assists in the in kitchen production and kitchen operations for both components of the program when needed.
6. Creates and prepares menus for monthly distribution for Home Delivered Meals and Dining Center programs.
7. Uses a variety of standard office equipment such as personal computer, calculator, adding machine, copy machine, fax and IPAD.
8. Participates in program fund raising activities.
9. Assists in providing bilingual translation for the Home Delivered Meals component of the program.
10. Develops and maintains effective working relationships with other agency staff members, program participants, representatives of funding sources and others in regular contact with the program.

Job descriptions are intended to be illustrative only; they are not designed to be restrictive or to define each and every assigned duty and responsibility. In an organization of this nature, each employee is expected to perform such duties as necessary to fulfill the stated goals of the agency.

MINIMUM QUALIFICATIONS:

Knowledge of:
- Standard office practices and procedures, including answering the telephone, record keeping, and the use of standard office equipment including ipads, laptops, and computers;
- Basic record keeping
- Standard office software such as word and excel.

Skill in:
- Dealing with callers in person and over the telephone, determining the nature of the call and referring them to the proper person;
- Organizing work, setting priorities, exercising independent judgment, and in flexibly balancing the needs of the program and individuals;
- Maintaining accurate records, compiling data, and preparing reports according to an established format;
- Interpreting complex rules and regulations;
- Filing accurately and making accurate arithmetic calculations;
- Scheduling activities and equipment usage and coordinating inter-office and inter-site activities;
- Proofreading materials and processing correspondence;
- Filling in for other program staff as needed;
- Working cooperatively with other agency personnel;
- Attending to a variety of office support details;
- Using standard office equipment including a personal computer;
- Typing at a rate of 50 words per minute from printed copy; and
- Dealing tactfully, cooperatively, and effectively with other agency staff members, community organizations, and the public, including people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles.
OTHER REQUIREMENTS:
- Bilingual Spanish/English required.
- Must have access to an insured vehicle and possess a Class C driver's license.
- Must pass a criminal background check.

We screen all applicants, require background checks on final candidates consistent with funding regulation requirements and are a Drug-Free Work Place.

UNION:
The MOW Program Assistant II position is represented by the SEIU bargaining unit.

RATE OF PAY & HOURS:
- This is a limited term, non-exempt, 40hr/wk position.
- The agency rate of pay range for this position is $13.59-$15.79/hour. The position will be offered from $14.40-$15.79/hour, depending on education and experience (plus.40 per hour bilingual differential upon passing a test administered by the HR department).
- This position is typically Monday through Friday, between 9:00 am-5:00 pm however, occasional weekend and evening work may be required.

BENEFITS:
- Paid holidays and sick leave, pro-rated.
- Employee Assistance Program (EAP).
- Paid lunch if applicable.

TO APPLY:
- Please submit your Community Bridges application by email (hr@cbridges.org), fax (831-688-8302), or in person. If you have any questions, please call 831-688-8840, Ext. 200.
- Resumes can be submitted but will not be accepted in lieu of an employment application.
- The application may be downloaded at: https://communitybridges.org/employment/
- If applicable, please submit any college transcripts, licenses, and/or certificates as an attachment to your application.
COMMUNITY BRIDGES IS AN EQUAL OPPORTUNITY EMPLOYER.
Applicants shall not be discriminated against because of age, ancestry, color, religious creed, denial of Family and Medical Care Leave, disability (mental and physical), marital, familial or parental status, medical condition, genetic information, military and Veteran status, national origin (including language use restrictions), race, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, political affiliation or sexual orientation.