



# Las Vegas Urban League

## Job Description

**Job Title:** Program Assistant  
**Date Prepared:** 3/1/2022  
**Department:** Early Childhood Connection  
**FLSA Status:** Non-Exempt

### General Purpose:

Under the supervision of the Front Desk Supervisor and Eligibility Manager, the Program Assistant will provide support services for the childcare subsidy program. The Program Assistant will be responsible for fielding phone calls, record maintenance, accepting subsidy applications, subsidy prescreening filing, etc. This position will be housed at the main office, or an out-posted office as needed.

### Essential Duties and Responsibilities:

Assist families seeking services by providing basic program information and directing them to the appropriate program staffs.

Prescreen families for subsidy services through NCCS system.

Direct all phone calls to the appropriate department and staff.

Provide on-going clerical support to subsidy staff as needed.

Pull all Nevada Access applications in a timely manner and forward to appropriate staff.

Responsible to package updated client files and assist with transporting files to storage.

Coordinate the distribution of provider and client packets as needed by Case Managers.

Coordinate the inventory and ordering of program supplies ensuring there are always adequate supplies.

May assist with office errands to include mail, picking up supplies, retail store shopping etc.

May be required to travel to other offices for coverage as needed.

Keeps the office and lobby well organized and clean.

Responsible to disinfect toys available to children in office.

Performs other tasks as assigned.

EQUAL OPPORTUNITY EMPLOYER M/F/D/V



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**Introductory Period:**

The Program Assistant position has a 1-year introductory period.

**Skills and Abilities Required:**

The ability to use various types of computer applications; organize large amounts of information; handle multiple tasks in a busy office environment; alpha filing.

**Education, prior work experience and specialized skills and knowledge:**

High school diploma with experience in Human Service practice and customer service skills. Able to pass complete background check and drug test.

**Physical environment/working conditions:**

Requires the ability to exert a normal amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of office equipment and supplies. Ability to lift 50 lbs.

**Equipment/machinery used:**

Personal computer, fax machine, printer, and other office equipment.

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Date: \_\_\_\_\_

**For HR Use Only**

Name: \_\_\_\_\_ Title: \_\_\_\_\_