

**Job Title:** Program Support Specialist – Emergency Services  
**Department:** Emergency Services  
**Reports To:** Manager of Service Delivery  
**FLSA:** Non-Exempt

**FUNDING NOTICE: Position will be reviewed by March 31<sup>st</sup> annually to determine funding availability in the new fiscal year beginning July 1<sup>st</sup> annually.**

**COVID-19 NOTICE: Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.**

**WORKING SCHEDULE: Normal operating hours are 8:00 a.m. to 5:00 p.m. Monday thru Friday with some early morning, evening and weekend (2<sup>nd</sup> and 4<sup>th</sup> Saturday) work as assigned by the supervisor.**

### **MISSION STATEMENT**

To improve lives by providing optimum services and mobilizing resource that strengthen our communities.

### **VISION**

A strong, vibrant community where all citizens are self-sufficient and empowered.

### **VALUES**

Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

### **SUMMARY**

The program support specialist provides administrative work of moderate difficulty and variety in support of professional, technical or administrative functions. This position will also assist all HRCAP programs with intake, filing, and other duties as assigned by supervisor.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Program Support
  - Provide data entry functions as assigned.
  - Assist with evening and weekend programming.
  - Assist with intake and filing duties.
  - Review, import, and assign daily client/customer inquiries for assistance using empowOR.
  - Ensure all workspaces are clean and sanitized.
  - File and organize copies of all check requests, purchase orders, and other agency receipts.
  - Record and disseminate notes from weekly meetings.
  - Establish and maintain strong relationships with other departments.

- Utilize agency vehicle to conduct business matters as assigned.
- All other duties as assigned.

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Demonstrated ability to prioritize conflicting needs while handling matters expeditiously, proactively, and following through on projects to a successful completion.
- Excellent listening and communication skills: ability to present information professionally, concisely, and effectively, both verbally and in writing.
- Demonstrate excellent judgement and ability to solve problems.
- Ability to work independently as well as in a team-oriented environment.
- Ability to efficiently manage multiple priorities and projects.
- Strong attention to detail and exceptional organizational skills.
- Ability to interact with staff at all levels in a fast-paced environment, remaining flexible, proactive, resourceful, and efficient, with a high level of professionalism and confidentiality.

#### **SUPERVISORY RESPONSIBILITIES**

None

#### **SAFETY RESPONSIBILITIES**

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that applicable personal protective equipment is in proper operating condition, and used for each job performed.

Ensure that equipment is in safe operating condition and that all safeguards are in place.

Constantly monitor the work area, conduct periodic safety inspections of your area and take immediate corrective action when work areas and/or practices are deemed to be unsafe or deficiencies are found.

Conduct accident/incident/near miss investigations in a prompt and thorough manner and initiate procedures to prevent reoccurrence.

Immediately report accidents/incidents/near misses to Human Resources and the department director.

#### **INFORMATION PRIVACY AND SECURITY**

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

- High School Diploma or GED equivalent
- Expertise in MS Office 365, Adobe Suite, video-conferencing software – Zoom, Google, Webex, Microsoft Teams.
- Ability to create presentations as directed.
- Must possess and maintain a valid Virginia driver’s license.
- Adept at networking, building relationships, and community engagement.
- Ability to work across the organization to deliver solutions that meet internal and external objectives.

**CORE COMPETENCIES**

Initiative and Drive for Strong Results  
Customer Focus

**CERTIFICATES, LICENSES, REGISTRATIONS**

Current state driver’s license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

**PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**SEDENTARY**

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and files. Walking and standing are required only occasionally.

**WORK ENVIRONMENT**

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**LIMITED**

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

**RECEIPT OF JOB DESCRIPTION**

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_