

Program Assistant - Bend

Job Announcement

MountainStar Family Relief Nursery

The Program Assistant position provides program, development, community, and facilities support for our organization at our Bend site. The goal of this position is to support the MountainStar team in providing great services that help strengthen families and keep children safe. This position reports to the Bend Program Manager and works in coordination with the development and leadership teams.

About Us and Our Values:

MountainStar Family Relief Nursery is a 501c3 nonprofit operating in Crook, Deschutes, and Jefferson counties. Our mission is to prevent child abuse and neglect through community support and therapeutic services that help vulnerable children and families succeed. Services include early childhood classes emphasizing social-emotional development, home visits, and other family supports.

Our values are:

1. *Caring – welcoming, trauma-informed, non-judgmental, family-focused, compassionate, honest, and fun.*
2. *Collaborative –engaged with clients, supporters, program partners, and communities.*
3. *Excellence – committed to quality programs, current research, continuous learning, and robust evaluation.*
4. *Inclusive – seek out and value diverse perspectives, understand and address systemic barriers equitably.*

Essential Job Functions:

Front Office Support: Welcome and support families, children, volunteers, donors, and community members who visit or call our Bend campus. Responsible for office management and coordination including but not limited to, answering phones, managing facility requests, managing office supplies, managing petty cash/debit card usage, and logistic support for meetings and trainings.

Program Support: Facilitate communications between program staff, client families and various community members. Provide support for kitchen and classrooms. Monitor diaper bank and food boxes. Support Program Director and Manager in maintaining program calendar, CACFP food program, staff trainings and Safety drills.

Fundraising Support: Receive and document in-kind donations, input general information into donor database, provide support for fundraising and community events, assist in handwritten addresses for large mailings a few times a year, and create small thank you gifts as well as other similar projects as needed.

Knowledge and Experience:

- **Preferred:**
 - High school diploma or GED
 - Microsoft Office Suites proficiency
 - Previous office experience
- **Required:**
 - Ability to pass a criminal background check through the Childcare Division
 - Ability to obtain Food Handlers, First Aid and CPR certifications.
 - Hold a valid driver's license with no major offenses on record.

- **Success Factors**

- Maintain a high level of client/employee confidentiality.
- Attention to detail in highly distracting environments.
- Ability to relate sensitively and non-judgmentally to young children and their families living in high-stress, chaotic situations who maybe experiencing on-going crises and trauma
- Strong written/oral communication

Knowledge, Skills, and Abilities:

Preferred

- bilingual Spanish speakers
- Highschool Diploma or GED
- Microsoft Office Suites, proficiency
- Previous Office Experience

Required

- First aid and CPR card
- Current food handlers' card
- Work tactfully with a diverse population which may include special needs.
- Maintain a professional demeanor with clients, staff, and public always.
- Ability to be dependable and flexible.
- Sufficient maturity and good judgment to function in crisis situations.
- Evidence of emotional maturity and stability
- Ability to relate sensitively and non-judgmentally with at risk children and families.
- Physical stamina. Ability to lift and carry children, donations, and event materials.
- Strong interpersonal communication skills
- Ability to answer phones and direct calls.

Salary Range + Benefits: \$20-21 per hour, plus benefits. 36 hours per week. All positions at the MountainStar Family Relief Nursery are contingent upon the availability of funding.

MountainStar is an Equal Opportunity Employer and does not discriminate based on race, color, national origin, age, disability, gender or sexual orientation.

