



Philadelphia Youth Network, Inc. Job Description

Job Title: Hub Office Assistant		Location: PA CareerLink® – West Philadelphia	
Division: External Relations		Unit: External Relations	
Reports to: Project Manager, The Hub		Date Posted: 12/21/17	
Benefits: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Type of position: <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Temporary/Seasonal <input checked="" type="checkbox"/> Intern January 2018- June 2018	
<p>About PYN:</p> <p>The Philadelphia Youth Network (PYN) is a solutions-builder forging together significant players to alleviate a root cause of poverty by preparing 12-24-year-olds to become productive working adults. Our work is grounded in the understanding that young people need access to both education and employment, proven factors in being prepared for a career. With a track record of increasing impact, PYN funds and brokers action with the right partners to collectively address barriers. PYN constructs systems to create change, while innovating to meet evolving needs. Together with our partners, PYN dramatically changes the trajectory of individuals' lives by giving voice to underserved youth, and ultimately creating a pipeline for an educated, engaged workforce. For more information, visit www.pyninc.org.</p> <p>General Description:</p> <p>The Hub Office Assistant will help provide support to Program Staff and Project Manager with daily administrative operations at the Hub at PA CareerLink® West. The Hub Office Assistant will assist associates in optimizing office processes, sorting and distributing communications in a timely manner, and will support compliance with established policies for daily Hub activities. The goal of this project is to connect 250 youth over a two-year period with employment, education, and/or supportive services needed to succeed in gaining skills and entering a viable career pathway, through providing case-management and referrals to existing services. On a systemic level, the project seeks to increase coordination among local and city partners and employers to better connect the youth and adult workforce systems and maximize existing local and city-level resources. The Hub at PA CareerLink® is a co-facilitated project by Philadelphia Youth Network and Philadelphia Works Inc.</p> <p>The Office Assistant is responsible for daily office operations for the Hub. The Office Assistant is responsible for a variety of office support tasks and should be able to demonstrate tasks with a high degree of attention to detail and discretion as well as the ability to incorporate new and effective ways to achieve better results. The Office Assistant's role will include: effective communication with internal and external staff,</p>			

monitoring of office and program supplies, assistance with scheduling one-on-one appointments; referrals, follow-ups, and data monitoring. The Office Assistant's work responsibilities span the following general areas:

- **Assisting staff in ways that optimize office procedures**
- **Assisting staff with program communications and follow up in a timely manner**
- **Supporting large scale events and initiatives**
- **Supporting project operational needs**

Essential Functions:

- **Assist staff in ways that optimize office procedures:**
 - Organize and maintain inventory of program documentation for intake and on-going evaluation
 - Monitor and update accurate data in Efforts-to-Outcomes (ETO) database for case-management and reporting
 - Create and maintain daily records ensuring accuracy and validity of information
 - Filing of sensitive PII information of current and exited Hub applicants
- **Assist staff with program communications and follow up in a timely manner:**
 - Assist with maintaining updated contact information in texting platform (Signal Vine)
 - Maintain program calendar, and scheduling of appointments related to daily activities
 - Generate bi-weekly reports of participants upcoming program milestones/phase transitions and program exits for check-ins with program staff
- **Support large scale events and initiatives:**
 - Assist with coordination and day-of specialized organizational events/activities
 - Eventbrite registration list management and reporting
 - Assist with other Promise Zone related initiatives connected to the work of the Hub
- **Support project operational needs:**
 - Monitor level of supplies and handle shortages
 - Communicate to Project Manager office-related malfunctions and respond to requests or issues

Education Required:

High School Diploma or equivalent, business college training an advantage, some college course work. The ideal would have a thorough understanding of Office Procedures, English Composition, Keyboarding, Office Information Technology, Business, Documentation etc.

Experience Required:

- Prior experience handling office responsibilities and customer service or related field preferred
- Competent computer skills including MS Office or equivalent
- Internet skills including use of e-mails and group messaging
- Data collection, review and reporting
- Highly organized multi-tasker, who works well in a fast-paced environment

Skills Required:

- Organization and planning skills
- Work management and prioritizing skills
- Verbal and written communication skills
- Problem solving ability
- Attention to detail
- Accuracy
- Flexibility
- Reliability
- Teamwork

Supervisory Responsibility

N/A

Work Environment

This job generally operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The employee is occasionally exposed to a variety of extreme conditions at job sites. The noise level in the work environment and job sites can be loud.

Physical Demands

Physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

The employee is occasionally required to sit; Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work

This position is part-time from January 2018- June 2018 and requires a minimum of 20 hours per week around intern's schedule during the academic year. Some evening and weekend hours.

Travel

Travel is primarily local and occurs during the business day, although some projects may require travel to multiple areas across the city.

Work Authorization/Security Clearance: Successful completion of background checks (PA State Criminal, PA Department of Public Welfare Child Abuse, U.S. Department of Justice National Sex Offender Registry, and F.B.I. fingerprinting).

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.

Signatures

This job description has been approved by all levels of management:

Hiring Manager _____

Division Executive Leader _____

Human Resources _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____