

The [Program Assistant](#) provides administrative support for outreach and education, scheduling and logistics, program monitoring, and program data and documentation. The Program Assistant has the primary responsibility for staffing the front desk, welcoming and screening all visitors and callers, and providing excellent customer service to our constituents and donors. This position forwards all Helpline requests to the Contact Center; directs calls to appropriate staff; assures excellent organization of materials, up-to-date data entry; helps organize volunteer tasks; and provides administrative support to the Sonoma-Marin and Napa Walk to End Alzheimer's® Managers, The Longest Day® Manager, and to designated Chapter staff as needed.

Responsibilities

Essential functions and responsibilities include, but are not limited to:

Care and Support (60%):

HELPLINE

- In accordance with our National Helpline Standards, forward any helpline I/R and Care Consultation call to our Contact Center and ensure 100% compliance of these standards
- Supports the Chapter's physician referral program, including scheduling consultations, providing basic information and assistance

PROGRAMS

- Responsible for management of constituent data through our Constituent Relationship Management tool, Personify, managing data for grants, general data entry and documentation, following all Personify business rules for North Bay and Northern Nevada
- Set up products and manage workshop and conference registrations in Personify database
- Update support group and education program listings in databases; including Personify and Community Resource Finder
- Completes request for collateral for designated programs
- Provide Chapter-wide support with merging CRM records
- Responsible for grant data entry and reporting for North Bay awarded grants
- Serve as a moderator for virtual education programs, as scheduled
- Is responsible for preparing resource materials for community events and education for both staff and chapter volunteers

Special Events (20%):

- Screen and route calls from The Longest Day and Walk to End Alzheimer's participants needing assistance to appropriate staff
- Use Luminate (CRM) to help participants register, fundraise and set up their own webpage

- Field general questions about The Longest Day and Walk to End Alzheimer's, and assist participants with registration and logistics around these events
- Process team and participant funds that are turned into the office
- Provide administrative support to WTEA and TLD Special Events Manager(s) and other event staff

Office Administration (15%):

- Maintain coverage of the front desk during business hours
- Greet and welcome visitors and ensure their needs are met by connecting them to appropriate staff
- Field wide range of incoming calls and emails; provide accurate and timely information or direct inquiry to the appropriate person
- Administrative support to the Senior Regional Director
- Process incoming donations and invoices and make bank deposits when required
- Assist staff and volunteers with office procedures, equipment and supplies
- Maintain office organizational systems, office equipment and common areas
- Oversee facility operations, including maintenance, tenant compliance and safety practices
- Stay informed on building management updates and share with appropriate staff
- Maintain inventory of office supplies and order new supplies as needed

Volunteer Coordination (5%)

- Train and support office volunteers, oversee volunteer tasks, including community outreach and office administration
- Ensure tracking of volunteer hours
- Respond to requests and coordinate volunteers for health fairs and community events
- Assist with annual volunteer appreciation event
- Help recruit volunteers through VolunteerMatch and other volunteer outlets

CULTURE OF COLLABORATION

- Fully engage in a culture where team collaboration is more highly valued than individual achievement.
- Work as a team to accomplish, if not exceed, organizational goals in the National Strategic Plan.
- Participate in Walk to End Alzheimer's staff team and personal fundraising goals.
- Work at least two Walk to End Alzheimer's on a weekend.

- Respond to public policy calls to action & participate in advocacy days.
- Enhance our culture of diversity and inclusion in all aspects of the job.

QUALIFICATIONS

- Bachelor's degree preferred in gerontology, social work, public health or related field
- Minimum of 2 years database administration experience required
- Experience with peer-to-peer fundraising preferred
- Excel and database experience required

KNOWLEDGE, SKILL, EXPERIENCE AND EDUCATION REQUIREMENTS

- Ability to work professionally and demonstrate excellent customer service, both internally and externally
- Well organized and detail-oriented with consistent and timely follow through
- Experience with Alzheimer's disease, caregiving or aging issues desired
- Microsoft Office Suite, google e-mail and office management experience required
- Excellent written and verbal communication skills
- Ability to multi-task and prioritize work
- Ability to work with diverse communities and demonstrate inclusion
- Familiarity with related community services and agencies

PERSONAL CHARACTERISTICS

- Strong customer service skills, both internal and external
- Proactive approach to problem-solving, willing to pitch-in where help is needed
- Excellent listening skills; friendly and helpful with all callers, visitors and staff
- Builds effective relationships with staff, volunteers and community partners
- Able to work compassionately with persons with dementia or memory loss and their care partners
- Flexible, easily adapts to rapidly changing circumstances
- Able to successfully manage seasonal changes in workload
- Good judgment in determining how best to handle a variety of situations
- Able to work well independently and with others
- Committed to continuous quality improvement

- Willing to work occasional weekends and evenings for special events
- Excellent attendance
- This is not a comprehensive job description and additional duties may be added at any time.

Position Title: Program Assistant

Position Location: Santa Rosa, CA

Full time or Part time: Full-time 37.5 Hours per Week

Position Grade: 303

Reports To: Senior Regional Director

Who We Are:

The Alzheimer's Association is the leading voluntary health organization in Alzheimer's care, support and research. Our mission is to lead the way to end Alzheimer's and all other dementia— by accelerating global research, driving risk reduction and early detection, and maximizing quality care and support.

At the Alzheimer's Association, our employees are at the core of all we do. Our network of more than 1,900 employees across the United States makes a difference each and every day for those impacted by Alzheimer's and those at risk for the disease.

We warmly invite qualified applicants to consider this opportunity to make a life-changing impact on the millions living with Alzheimer's, their caregivers and those that may develop the disease in the future. Read on to learn more about the role, then visit our website www.alz.org/jobs to explore who we are and why we've been recognized as a Best Place to Work for the last twelve years in a row.

At the Alzheimer's Association®, we believe that diverse perspectives are critical to achieving health equity — meaning that all communities have a fair and just opportunity for early diagnosis and access to risk reduction and quality care. The Association is committed to engaging underrepresented and underserved communities and responding with resources and education to address the disproportionate impact of Alzheimer's and dementia.

The Alzheimer's Association is committed to diversity, equity and inclusion in the workplace and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Employees working 24 hours/week or more are eligible for a comprehensive benefits package, including medical, dental, vision, flex accounts, short and long-term disability, life insurance, long term care insurance, tuition reimbursement, generous Paid Time Off, 12 annual holidays and Paid Family Leave, as well as an annual Cultural & Heritage Day and Volunteer Day of their choosing. They are also eligible for our gold standard 401(k) retirement plan.

Full time employees (37.5 hours/week), will enjoy all of the above plus an annual School Visitation Day and an Elder Care Facility Day of their choosing.