

Program Support Assistant / Front Desk Attendant

Reports To: Operations Coordinator and Executive Director

Full Time: 37-40 hrs/week, Non-Exempt.

Salary: \$17.50-18/hour DOE + Benefits

About the Northeast Community Center

The NECC is an independent non-profit community center and treasured neighborhood anchor in NE Portland. Located in the former NE Family YMCA facility, the NECC is a thriving hub that offers recreation, aquatics, fitness, wellness, and enrichment programs and activities for all ages. Valued by staff and participants for its welcoming intergenerational environment, the NECC strives to strengthen the fabric of our community by providing opportunities to stay active, socially connected, and physical/mentally healthy.

At the NECC, we respect, value, and welcome diversity in our staff, participants, and in the community, we serve. We strive to hire staff that share these values and who are interested in learning how to best serve and support everyone in the community. We value the life experiences of BIPOC, LGBTQ2S+, and other persons identifying as a member of a community that has been historically marginalized.

Job Overview

We have a great community atmosphere, and we are looking for someone who loves early mornings, and who enjoys connecting with people and accomplishing the nuts and bolts administrative work required to successfully implement exceptional mission-based programs. This position is perfect for someone who wants to make a difference in their community, loves variety in their job, and is a fast learner.

Program Support Assistant

Approximately 20+ hours of this position will be spent providing administrative support to the Program Supervisory Team, helping the Team evaluate their programs while also supporting marketing and communication activities. Some responsibilities include:

- Utilizing Survey Monkey or similar tool, organize and implement program evaluations
- Support the Team with analyzing program evaluation data
- Manage the marketing and communication calendar, helping the Team effectively utilize current marketing tools
- Create content for social media and communications.

Front Desk

The remaining 17.5 hours of this position will be spent working the opening shift at our Front Desk. Front Desk staff have three essential responsibilities:

1. Managing safety within and access to the facility
2. Providing welcoming culturally competent customer service to community members
3. Completing administrative tasks related to membership and programming

Other job responsibilities during a single shift can range from opening our facility, folding towels, helping a member to their car, lowering basketball hoops for children, and processing membership documents.

Position Requirements

- Familiar with social media platforms and comfortable creating and curating content for social media and email marketing and communications
- Maintain friendly customer service even when faced with multiple demands
- Reliable and punctual; prepared to work independently and exercise judgement within a set of parameters
- Experienced with office technology & software, including Word, Excel & Outlook, and comfortable navigating new technology
- Able to maintain confidentiality, including participants' income and payment records
- Ready to comply with, communicate, and enforce all Covid-19 and facility guidelines
- Understanding of implicit bias, microaggressions, and the ability to communicate with participants that indicates the NECC values all voices and contributors
- Demonstrate awareness of others' social identities (e.g., race, gender, disability status, religion, etc.) and understands their relevance in the workplace and NECC programs and activities
- Preferred but not required:
 - Bicultural or bilingual
 - Life experience as Black, Indigenous, or Person of Color, LGBTQIA+, or any persons identifying as a member of a historically marginalized community.

Position Details

- Starting hourly wage – \$17.50-18 with review after 60-day introductory period. (earned sick leave; vacation; floating holidays; health insurance)
- Full-time position, non-exempt. Ranging from 37-40 hours/week.
- This position requires early morning shifts at our Front Desk: Monday-Friday, 5:45am-9:15am. The remaining time will be spent working on additional administrative duties (communication/marketing and program evaluation) with an unpaid 30-minute lunch break.
- This position will require you to work some of your hours independently with minimal supervision. Staff will never be alone in the building and will always have one other staff member present during their shifts.
- 100% of staff at the Northeast Community Center have received the Covid-19 vaccine. The person hired for this position will be required to be vaccinated.
- This position requires you to: move throughout the building, ascend/descend two flights of stairs at least twice every shift, operate a computer, converse over the phone, and observe people entering and exiting the facility. Unfortunately, our building is not currently ADA accessible.
- If selected, candidates will need to submit to a background check. Prior involvement with the justice system will not immediately disqualify a candidate.

To Apply

Submit the following to jobs@necommunitycenter.org:

- Your resume or a description of your qualifications as it relates to the position
- A cover letter or email letting us know why you would be a good fit for this position

Timeline: Applications are accepted and interviews scheduled on a rolling basis. We encourage you to submit your application as soon as possible to be considered for the position.