



Job posting

Program Assistant, FT

This position is in-person

Surrey

60 Surrey Way

Devon, PA 19333

POSITION SUMMARY:

What would it be like to look forward to going to work every day? To work in a place where your contributions are truly valued? We are a special team looking for a special person. Maybe it's you! Our ideal candidate likes people, enjoys a job in which every day is different, and is a natural at customer service because you really care. You will never be bored as you assist the Center Director in making sure a fast-paced daily schedule of interesting programs runs smoothly from start to finish.

Although each day is different, the goal is the same: for our active and engaged over-55 members to have a great experience and find valuable support. We emphasize building relationships, whether the program is in person or through Zoom.

SPECIFIC RESPONSIBILITIES:

Be involved with every part of planning and running our programs to ensure they are of the highest standard from start to finish:

Planning - Coordinate planning and preparation for programs, including setting up microphones, providing supplies, decorating, serving, offering hospitality to guest speakers, and any other duties required for a program to run smoothly

Record Keeping- Assist with program registration, taking attendance, and updating the center's database

Virtual Programs - Be the Zoom Producer for our Zoom programs (log-in, audio and video check, assist members having difficulty joining the program, etc.) Send email reminders with Zoom links to regular participants.

Promotion - Assist in promoting programs, such as making PowerPoint presentations for display in-house on our lobby and café

Assist with answering of phones and other administration duties as needed

Assist with meal programs as needed, especially during special theme lunches, cooking demonstrations, and nutrition programs

Build relationships with our members; welcome comments and suggestions that will help us improve our programs. Foster community partnerships with instructors and organizations through regular, targeted communications.

Flexible schedule to assist with Special Events which may occur periodically outside of regularly scheduled work hours

QUALIFICATIONS, SKILLS & ABILITIES

- Excellent customer service skills, with emphasis on listening to concerns, responding with kindness, and being unperturbed by the unexpected
- Above average organizing skills and attention to detail
- Creative, cheerful problem solving
- Reliability and punctuality
- Strong communication skills (both oral and written)
- Ability to work independently and make appropriate decisions
- High level skills - Microsoft Office and Zoom

REQUIREMENTS

Bachelor's degree or previous experience in relevant field. Education degree or experience teaching are valued.

Must be a licensed driver with reliable transportation.

Ability to lift 30 lbs.

Able and willing to become certified in First Aid/CPR, Food Handler Certificate, and other skills as needed

Surrey follows all CDC guidelines for COVID-19.

Who is Surrey? For 40 years Surrey, a non-profit organization, has been providing a wide range of specialized programs and services to older adults. What differentiates

Surrey is our caring philosophy, holistic view, and our family centered approach to meeting physical, emotional, and social needs as people age.

We are an equal opportunity employer and considers all qualified applicants equally without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.

BENEFITS

- Health insurance
- Paid time off
- Dental insurance
- 401(k)
- Vision insurance
- Life insurance
- 401(k) matching
- Health savings account
- An Equal Opportunity Employer

APPLYING

Resume and cover letter with salary expectations are required. Email both to [Kathy Tougher, MBA](#).