

Program Assistant
25 Hours per week

The Program Assistant of NAMI Wayne and Holmes Counties shall have the listed qualities and skills and ability to perform the following duties:

Duties Include:

- Primary support person to Program Manager
- Provide primary phone and email coverage, responding to inquiries, transferring calls, managing messages
- Serve as the first point of contact for guests and refer to appropriate staff
- Provide program support and assistance in the MOCA House Program, including coverage for activities, groups, and scheduling
- Collect and manage the organization's mail and prepare it for the finance manager
- Create materials related to NAMI's fundraising activities and events
- Maintain registrations related to programs and fundraising activities
- Assist in design and distribution of MOCA House Calendar
- Assist in promoting NAMI programs
- Manage contacts in Bloomerang CRM system- prepare mailings and labels for projects
- Prepare and post information to social media accounts
- Maintain NAMI Website as needed
- Attend NAMI and community events as requested
- Draft and send press releases to local media
- Assist with NAMI Membership and remind members to renew
- Maintain program flyers and brochures
- Prepare program curriculum materials- binders for trainings
- Ability to manage printed materials and inventory
- Assist with office supplies and schedule maintenance of office machines and repairs
- Other related duties as assigned

Skill Requirements:

- Experience in office procedures and equipment
- Proficient in Microsoft 365 Office Suite
- Ability to pace and prioritize workload
- Excellent and accurate written & verbal communication skills
- Experience with and sensitivity to people impacted by mental health conditions
- Ability to think on your feet and respond to multiple priorities

Personal Qualities Required:

- Efficient and able to multitask
- Superior organizational skills, attention to detail, and accuracy
- Pleasant and professional people skills
- Approach problems with confidence and willingness to help
- Self-Motivated and proactive planning
- Project a positive attitude, empathy, and be open-minded
- Willingness to learn new skills and be a team player
- Dependable and flexible to schedule demands
- Trustworthy and keeps confidentiality