Job Description: Program & Outreach Assistant (Part-Time – Administrative Focus)

Position Title: Programs & Outreach Assistant
Reports To: Manager of Programs & Outreach (or President & CEO, if applicable)
Employment Type: Part-time, Non-Exempt
Location: Bryan-College Station, TX, and surrounding counties
Salary: $18/per hour

Position Overview

The Programs & Outreach Assistant provides administrative and operational support to ensure the efficient execution of UWBV's programs and initiatives. This role emphasizes front-office coordination, program logistics, and Ride2Health support. The Assistant plays a key role in maintaining organization across programs while serving as a first point of contact for community members, partners, and clients.

Key Responsibilities

1. Front Office & Administrative Support

- Serve as the first point of contact by answering phones, responding to general inquiries, and directing calls appropriately.
- Greet visitors and provide general information about programs and services.
- Manage front desk activities, including receiving mail, organizing supplies, and maintaining a professional office environment.
- Schedule meetings, coordinate calendars, and prepare materials for staff.
- Maintain organized program files, records, and documentation.

---

2. Volunteer & Program Coordination Support

- Maintain volunteer records, schedules, and contact lists.
- Assist with volunteer onboarding paperwork and general coordination.
- Support logistical coordination for program activities and events, including preparing materials, sign-in sheets, and confirmations.

3. Ride2Health Program Support

- Assist with scheduling and confirming non-emergency medical transportation rides.
- Communicate with clients, drivers, and partner organizations to coordinate ride logistics.
- Maintain accurate ride logs, client records, and service documentation.
- Help track ride data for reporting purposes, including trip counts and client needs.
- Provide timely follow-up on ride requests, cancellations, or service issues.
- Support program efficiency by ensuring schedules are accurate and updated.

---

4. Limited Outreach Support

- Provide support for events and community outreach activities as needed, including evening and weekend hours.
- Assist with preparing outreach materials (packets, sign-in sheets, handouts), rather than leading engagement.

Required Qualifications

- High school diploma or equivalent (associate or bachelor's degree preferred or in progress)
- 1+ year of administrative, receptionist, or office support experience (internships/volunteer work acceptable)
- Strong organizational skills and attention to detail
- Proficiency in Microsoft Office (Excel, Word, Outlook) or similar tools
- Strong customer service, time management and communication skills

---

Preferred Qualifications

- Experience in nonprofit administration or program support

- Experience with databases, CRM systems, or scheduling systems
- Bilingual (English/Spanish)
- Experience with Excel
- Must be able to lift 25 lbs – 50 lbs

Work Schedule

- Part-time (25-30 hours per week)
- Daytime hours and some after hours on nights and weekends are required depending on the program needs