

Program Assistant/Customer Relations - Part Time

Center for Bright Kids Regional Talent Development Center

www.centerforbrightkids.org 501(c)(3)

Position Summary:

Responsible for learning and implementing a full range of activities in CBK/WATS. Employees in this level can perform a wide variety of duties including, working as Program Assistants in all the programs CBK offers, particularly the Talent Search (WATS). The employee in this level is part-time and will serve as a Program Assistant in CBK WATS during the school year only (Sept 1-June 1), or may be offered an extension contract to include work with summer programs if needed.

Position Responsibilities:

- Primary scheduled duties include answering telephones and emails, trips to the post office, and scheduled quarterly staff meetings (this mileage is limited and is not reimbursed but included in the pay rate).
- Assists with the delivery of WATS operations during the school year by answering participants' questions, resolving problems and overseeing registrations.
- Handles secondary 9th grade SAT registration distribution as well as some program materials distribution.
- Provides support to educators and families during their involvement in the program.
- Handles telephone and email follow-up with Jack Kent Cooke Young Scholars qualifying families.
- Attends the state (local) conference if requested to represent CBK at exhibitor table
- Assists with major spring mailing and distribution
- Assists with invitations processing and RSVPs for WATS Recognition Ceremonies by email.
- Attends meetings such as staff meetings and other employee meetings required.
- Other duties include providing administrative support such as data entry, assisting in mailings, paperwork processing, and supply orders.
- May assist with special projects and perform other duties as assigned.
- Handles summer programs registration questions, calls, and emails

Knowledge, Skill & Ability:

- Knowledge of the principles and practices associated with effective customer service techniques as they apply to children and adults in educational system.
- Ability to respond to phone immediately during "open" hours for Center, and to set a daytime schedule for responding to emails at least twice during open times.

- Ability to handle calls or emails that may be difficult in tone with professionalism, candor, and respect.
- Ability to communicate effectively, both orally and in writing with kids and adults.
- Ability to handle stress and maintain discipline while multitasking among multiple projects and activities which may occur concurrently.
- Ability to work irregular hours including nights and weekends and maintain self-discipline and accountability in maintaining own schedule.
- Ability to prepare and maintain records and reports.
- Ability to multitask, plan, organize, and carry out assignments within given deadlines.
- Ability to exercise attention to detail.
- Proficient using Word, Excel, email, and other software. Must possess computer, printer, and scanner.

Education and Experience:

- College degree preferred.
- On the job training is provided.
- Prior customer service/customer relations knowledge ideal.

Please email resume to cbk@centerforbrightkids.org. No phone calls please. This is a non-exempt position set at \$11.00/hour and does not carry benefits.

The following contract schedule is strictly an example and can be modified according to the selected candidate as appropriate. CBK work shifts significantly from month to month, but the schedule below suggests one possible formula for a more regular paycheck. Hours are *averaged* only below – some weeks the position is nearly idle – others (usually at program deadlines), the work reaches near-full time but does not need to be completed during a traditional work day.

ACADEMIC YEAR ONLY: 15 hrs/wk for 36 wks =	\$165/wk
	\$330/pay period
	Apprx \$660/month
	\$5940 total annual

This position provides flexible hours (with the exception of established phone lines) and work can be completed on a personal weekly schedule. While phone lines are maintained at the main office, this position is primarily responsible for work day phone hours for the Center, and the employee is able to carry a forwarded cell so that other commitments can be fulfilled while on “phone duty.” Responsibilities and hours vary greatly from month to month. Employee is to be in regular communication with Executive Director regarding time management, responsibilities, and hours with established accountability measures that will be detailed. CBK generally follows the Jeffco School District calendar, providing most non-school days off as much as possible.