



Program Assistant

Catonsville Emergency Assistance (CEA), a local non-profit organization providing neighbors in need with emergency food, utility, and eviction assistance, is seeking a **Part-Time Program Assistant** (25 hours per week). The Program Assistant is the initial point of contact for community members in need of assistance. This role requires strong interpersonal skills, the ability to multitask, excellent communication skills, and patience. A typical day at CEA for a Program Assistant consists of answering phone inquiries, scheduling appointments, assisting, and advising those in need of services, distributing food, restocking freezers and food shelves, and other office assistant duties as assigned. This Program Assistant will partner with another Program Assistant in separation of duties related to client and volunteer management. This is a rigorous four- day week (Monday through Thursday), where the Program Assistant will serve over 40 clients per week, including 5-10 individual meetings with clients in need of eviction and utility assistance.

Duties/Responsibilities:

- Coordinating clients and volunteer schedules
- Determining client service eligibility using organization guidelines
- Entering client information into database in a timely manner
- Organizing and managing client files
- Inventorying, ordering, and stocking food and office supplies
- Packing and distributing 25+ lbs. food bags
- Accepting and recording donations
- Assisting the Executive Director in managing the daily facility operations

Qualifications:

- Strong Interpersonal Skills
- High School Diploma
- Experience with Microsoft Office Suite/Google Drive
- Valid Driver's License

For consideration, please submit resume and cover letter to director@catonsvillehelp.org