



## Position Summary

Byrd Barr Place, a Seattle non-profit, is looking for a Program Assistant to coordinate the enrollment of clients, consult with clients in person and over the phone by explaining program eligibility and qualifications, and follow-up with application status notifications for clients and partners. Our mission is to help ensure all people in the Seattle area have the opportunity to be self-sufficient by providing access to basic needs and programs that educate and nourish, creating a thriving community of neighbors helping neighbors. For over 55 years, Byrd Barr Place has proactively worked to meet the needs of Seattle residents with relevant, impactful programs that address the unique obstacles faced by low-income families and individuals. Learn more at <https://byrdbarrplace.org/>.

The ideal candidate is responsible, detail-oriented, and personable. This is an important role on our program administration team helping to maintain accurate records, keep the team organized, and provide a helpful presence for the public.

## Responsibilities

- Educate and inform clients of enrollment process, program guidelines, program process, and policies
- Provide professional phone and in-person consultation, as well as email responses to address clients' and partners' questions, concerns, and program inquiries
- Support clients, staff, and agency partners to resolve issues on enrollment and status of applications
- Manage incoming and outgoing applications by preparing detailed and accurate information, forms, and utilizing tracking tools
- Coordinate enrollment processing system by managing file review and preparation of incoming applications



- Manage email inquiries, data entry, electronic files, and tracking tools with high attention to detail
- Coordinate application process with partner organizations, provide technical assistance through presentations, phone consultation or in person
- Review completed applications, address errors, and process applications as needed

### **Desired Skills and Experience:**

- 1-2 years of customer service and administrative experience, preferably in a non-profit environment
- Excellent decision-making, problem-solving, and analytical abilities
- Strong detail orientation, clear communication and listening skills
- Demonstrated passion for excellence with customer relations
- Pleasant, patient, and professional manner in stressful situations and when handling customer complaints
- Ability to work with diverse populations
- Ability to handle multiple tasks and work in a fast-paced environment
- Intermediate computer proficiency especially with Microsoft Office
- High school diploma
- Bi-lingual in Chinese, Mandarin, or Cantonese(preferred)

If you believe you bring the right combination of skills, experience, and compassion for this job, please email your resume and cover letter to [careers@byrdbarr.place](mailto:careers@byrdbarr.place) !



- **TIME COMMITMENT**  
Full Time Schedule
- **START DATE**  
September 1, 2021
- **EDUCATION**  
High School Diploma Required
- **PROFESSIONAL LEVEL**  
Entry level

## Salary

\$31,400 - \$36,600

## Benefits

This is a full-time hourly position and the pay is based on skills and experience. The benefits plan is competitive and includes medical, dental, vision, life insurance, and a retirement plan. The position also offers generous paid time off and paid holidays.