

KNOXVILLE- KNOX COUNTY COMMUNITY ACTION COMMITTEE

JOB DESCRIPTION

JOB TITLE: AmeriCorps Program Specialist

Summary: An employee in this classification receives general supervision from the AmeriCorps Director. This position assists with the overall day-to-day administration of the CAC AmeriCorps program to include financial, clerical and operational duties. Primary responsibilities include member and partner support, recruitment, training and special events, and a broad range of administrative support functions.

Essential Duties and Responsibilities:

Receive telephone calls, answer routing inquiries, and greet visitors in a timely and positive manner.

- Maintains contact with AmeriCorps service sites, partners, members and vendors.
- Advises, teaches, counsels and coordinates life skill-building activities for AmeriCorps members. Writes recognition and reference letters.
- Assists Director to recruit, interview and evaluate prospective members for next term.
- Performs data entry. Collects, compiles data necessary for the submittal of participant and programmatic progress reports. Prepares progress and financial reports, checking for accuracy and ensuring that they are submitted to Program Director in a timely fashion.
- Assists Program Director to coordinate, organize and arrange AmeriCorps orientation, monthly meetings, professional development trainings and service events.
- Organizes and supervises member activity during service events.
- Compiles, types, organizes, and/or maintains up-to-date files, administrative records, mailing lists, forms, correspondence, appointments, and schedules of events.
- Coordinates with vendors for the acquisition of supplies and services. Assists in the preparation and review for accuracy of requests for purchases of equipment, supplies, and uniforms. Documents receipts of purchases and maintains up-to-date unit inventories.
- Purchases supplies as needed with director approval.
- Attends required meetings and maintains minutes. Provides general clerical and programmatic support to the Program Director and other staff as needed.
- Performs other duties as requested by the Program Director.

Knowledge and Abilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Ability to greet the public and interact positively with participants, agency staff and others.
- Ability to solve problems effectively. Able to be aware of and help AmeriCorps members with personal and professional issues; using skills similar to the case management of low-income clients.

- Able to be sensitive to and then tactfully navigate through member's problems which may include mental health, physical health, family relations and/or other issues.
- Ability to communicate effectively, written and orally, with diverse groups.
- Ability to perform basic bookkeeping functions.
- Ability to carry out instructions furnished in written, oral, and diagram form.
- Knowledge of modern office practices, procedures and equipment.
- Able to type accurately at 25 words per minute.
- Able to use a ten key calculator proficiently.
- Able to add, subtract, multiply and divide whole numbers, fractions, and decimals.
- Knowledge of Windows versions of MS Word and MS Excel.

Education and Experience: Associates degree combined with a minimum of two years in an office environment is preferred. A combination of education and experience may be substituted for the degree requirement. Must have a demonstrated skill in MS Word, Powerpoint and Excel. Preparing documents for distribution and/or proofreading for accuracy is required. Strong social skills to include public speaking and facilitation of small group meetings is required. A one year of service in a National Service program (VISTA, AmeriCorps, or NCCC) is preferred.

Salary: Skill Level 6, step 1, \$12.79, \$26,585; full-time 40 hours per week, full benefits