



Youth Program Assistant

The Youth Program Assistant provides essential operational and administrative support to Laurel Civic's youth empowerment programs. This position plays a vital role in helping children and teens by providing structure within a nurturing environment, enabling them to overcome academic challenges and prepare for successful futures.

The Program Assistant reports to both the Director of Youth Programs and the Program Coordinator and also supports general administrative functions across Laurel Civic, including food distributions and fundraising events.

Responsibilities

- Schedule and coordinate appointments with prospective students and their families.
- Collaborate with parents to address questions or concerns, referring issues to appropriate staff when necessary.
- Recruit, schedule, and manage on-site and off-site volunteers, supporting program development and delivery.
- Maintain and update program databases (Trax's), ensuring accurate data entry and outcome reporting.
- Collect, organize, and analyze program data to prepare reports on outcomes, trends, budget needs, and services.
- Assist with referrals, intake, and coordination of children referred for services.
- Support communications by managing website content, social media posts, and other marketing channels.
- Coordinate client surveys, collect family stories, and gather testimonials for program evaluation and reporting.
- Oversee collection and reporting of annual membership fees, ensuring accurate tracking through attendance systems.
- Manage program waitlists, rolls, and scheduling, including parent reminders and communications.
- Work directly with students alongside the Program Director, Program Coordinator, teachers, and volunteers.
- Provide administrative support, including photocopying, scanning, mailing, filing, and organizing records.
- Serve as the first point of contact by greeting visitors and answering phones.
- Ensure workspaces are organized, clean, and sanitized to maintain a safe and healthy environment.
- Lead or assist with special projects as assigned.
- Perform other duties as needed.



Qualifications

- Commitment to Laurel Civic Association's mission, vision, and values.
- Bachelor's degree in a related field (Master's degree preferred).
- Bilingual proficiency in English and Spanish required.
- 1–3 years of administrative or program support experience.
- Demonstrated accuracy in data entry and database management.
- Proficiency in Microsoft Office 365 (Word, Excel, PowerPoint).
- Strong verbal and written communication skills.
- Dependable with a strong work ethic.
- Ability to work effectively with children, demonstrating patience, empathy, and positive guidance.
- Skilled in multitasking and organization in a fast-paced environment.

Physical Demands / Work Environment

This position requires frequent sitting, walking, and standing, with occasional climbing, stooping, kneeling, and balancing. The role involves moving tables and chairs, and occasionally lifting, pushing, or pulling up to 50 lbs. Regular use of hands, fingers, and eyes for office and technology tasks is required, along with clear oral and auditory communication for in-person and phone interactions.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Core Competencies

- Adaptability
- Collaboration
- Contributing to Team Success
- Initiative & Action Orientation
- Planning and Organizing
- Technical/Professional Knowledge
- Work Standards & Accountability

Disclaimer

This job description is not exhaustive and may be revised as necessary. Laurel Civic Association reserves the right to assign or reassign duties and responsibilities at any time.

Position description updated and approved by the CEO on February 15, 2026.