



Job Title	Program Assistant	
Department:	NC Pre-K	
Reports To:	Director of Children & Family Services	
Direct Reports:	N/A	
O.T. Status:	Non- Exempt	Date: 09/2025

Position Summary

Under the Director of Children & Family Services supervision, the Program Assistant will assist with program operation. Program support will include data processing, data entry, and report generation. This position is also responsible for Pre-K application intake, providing family and customer support at SSFC's front office.

KEY RESPONSIBILITIES

Application Support and Customer Service

- Assists all families with the intake and application process for all subsidized childcare programs via:
 - Phone communication
 - In-person support
- Process Pre-K applications:
 - Input applications submitted in person and online
 - Return calls to parents inquiring about Pre-K or Subsidies Programs

NC Pre-K Program Support

- **Support Director of Children & Family Services with:**
 - NC Pre-K enrollment process
 - Editing and distribution of applications
 - Eligibility criteria verification
 - Placement procedures implementation
 - Vacancy request responses
 - Parent communication

Diaper Bank Operations

- Assist with managing inventory & distribution protocols
- Maintain records
- Ensure regulatory compliance

Additional Duties

- Attend required meetings and training
- Follow all SSFC policies and procedures
- Perform other duties as assigned by supervisor
- Attend training related to:
 - Quality preschool education
 - Customer service
 - NC Pre-K requirements



Qualifications

Required:

- High School Diploma or equivalent

Preferred:

- Associate degree in early childhood education/development or related field
- Spanish language fluency (speaking, reading, writing)
- Two years office/administrative experience with comparable duties
- Valid North Carolina driver's license
- One year customer service experience

CORE COMPETENCIES

- **Technical Skills:**
 - Office computer packages proficiency (spreadsheet, word processing, databases)
 - Ability to analyze monitoring report information
 - Planning and coordination capabilities
- **Professional Attributes:**
 - Work effectively under minimal supervision
 - Manage multiple tasks under varying deadlines
 - Communicate effectively with stakeholders
 - Present information in appropriate written formats

Knowledge Requirements

- Microsoft, Excel, PowerPoint, Outlook
- Experience working with Spanish-speaking community members (*preferred*)

PHYSICAL REQUIREMENTS

- Basic operational skills (fingering, grasping, talking, hearing)
- Extensive use of hands and arms
- Ability to sit, stoop, kneel, crouch, or crawl
- Sedentary work capacity (up to 10 pounds force occasionally)
- Visual acuity for computer operation
- Office mobility for computer access

DIRECT REPORTS: N/A

- Job Type: Part-Time (24 hours per week)
- Salary: \$18.50 - \$20.56 per hour
- Location: Winston-Salem, NC 27106 (reliable commute required)

Benefits

This is a part-time position and, according to the SSFC Employee Manual, only qualifies for the following benefits:



- **SEP IRA Retirement Plan:** Eligible after three months of employment.
- **Holidays:** Entitled to a pro-rated number of paid holidays.
- **Bereavement Leave:** Eligible for paid bereavement leave.
- **Child and Family Involvement Leave:** Eligible for pro-rated paid leave for child and family involvement activities.
- **Benefits:** will be pro-rated based on the number of hours worked and/or scheduled per week.

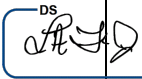
This role is essential in supporting early childhood education services for families, requiring dedication, communication skills, and professional excellence.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.

I have read and understand the Program Assistant Part-time job description as described:

Employee’s Name (print or type)	
Employee’s Signature	Date
Supervisor’s Signature	Date

Smart Start of Forsyth County ensures that employment activities are conducted without discrimination against anyone based on sex, race, color, religion, national origin, gender, sexual orientation,

Approved by:	Dr. Louis Finney, Jr., CEO. 
Date approved:	9/19/2025 4:30 PM EDT
Reviewed by & Date:	9/19/2025 2:13 PM EDT 