

**Minnesota Association for Children's Mental Health**  
**PROGRAM ASSISTANT**  
**Position Description**

**PROGRAM DESCRIPTION:**

MACMH is a nonprofit organization whose mission is to promote positive mental health for all infants, children, adolescents and their families. Events and trainings directly support the mission and goals of the organization.

**POSITION DESCRIPTION:**

The Program Assistant will serve as the first point of contact for all those who call the organization's general phone number and will provide administrative support to specific MACMH programs listed below.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

**Administrative Support**

- Answer and/or forward all calls from the organization's main line
- Assist individuals who visit the office in person
- Answer and/or forward emails to the organization's main line
- Maintain the organization's databases - enter new or updated customer information into MACMH's databases, including; email lists, presenter lists/records, attendance, etc.
- Handle inquiries about events, publications, online services and other products
- Open and distribute mail, maintain log of incoming checks
- Edit and update necessary forms in FormSite
- Reconcile PayPal records with purchases and registrations
- Help create and edit mass communications
- Make copies of materials for trainings and educational workshops
- Ensure timely and accurate payments of invoices and prepare contracts for speakers
- Set up all registration forms and process payments, credits, and cancellations of all registrants
- Assisting with incoming transcripts and endorsement application materials for IEC Division
- Fulfill orders for publications, stuffing envelopes, and applying postage.
- Handling special circumstances regarding publication orders i.e. special deliveries.
- Assist in preparation for Board meetings
- Track all donations and donation inquiries
- Support MACMH staff during absences or busy times (an expectation of all staff)
- Other duties as assigned (an expectation of all staff)

**REQUIRED EDUCATION, EXPERIENCE, QUALIFICATIONS:**

- Minimum of 2 years of full-time experience working in a non-profit and/or business setting
- Willing to accept tasks from a variety of staff members, with the ability to prioritize

- Ability to be self-directed and work autonomously on a daily basis with capability to multi-task and work with a variety of people and personalities
- Individual presents themselves and MACMH in a professional manner and practices/understands the importance of respect and confidentiality in the workplace
- Organizational skills sufficient to perform multiple tasks
- Individual must demonstrate their experience in working with and advocating for individuals with diverse physical, cultural or mental health needs

**PREFERRED EXPERIENCE AND QUALIFICATIONS:** *Preference will be given to individuals that possess all or some of the following:*

- Understanding how nonprofit organizations are structured including the role of a Board of Directors
- Previous bookkeeping and office management experience
- Recognizes the importance of volunteer participation
- Proven effectiveness at group/team member environment, with collaboration being a key value to the MACMH team

We are committed to hiring individuals who contribute to the cultural diversity of our workplace. Our hiring decisions are guided by our equity value: embracing differences, seeking to eliminate racism and other forms of discrimination, and striving to create a workplace in which everyone matters.

Salary is dependent upon experience and qualifications and is accompanied by a benefits package and opportunities for professional growth. Salary Range: 32,000 to 38,000 yearly.

Please email **Cover Letter and Resume** to dsaxhaug@macmh.org by February 4, 2021