HOSPITALITY HOUSE
Home, Health and Hope for Women Experiencing Homelessness

Program Office Assistant

Reports to: Executive Director
Status: Part-Time (Non-Exempt)
Location: Hospitality House

About Us

Hospitality House is a 9 bed, 90-day shelter program dedicated to providing home, health and hope to women experiencing homelessness. We empower residents through access to case management, resources, and community support, helping them achieve independence by finding permanent housing and financial stability.

Position Summary

The Program Office Assistant plays a key role in supporting the day-to-day operations of our program. This position provides administrative assistance, program coordination, and resident support to ensure the program runs smoothly and effectively. The ideal candidate is highly organized, detail-oriented, compassionate, and committed to the mission of empowering women. This role is perfect for students seeking experience in social services or a nonprofit environment.

We recognize that individuals' experiences with oppression based on race, ethnicity, sexual orientation, gender identity, and beyond, can disproportionately factor into homelessness, and believe our residents are best supported when our staff has an intersectional lens. Hospitality House aims to recruit the person who is most suited to the role and welcomes applications from people of all backgrounds.

No cover letter needed.

Key Responsibilities

Administrative Support

- Greet residents, visitors, and partners, providing a welcoming and presence at the office.
- Answer and direct phone calls, emails, and general inquiries.
- Complete phone screens and update the call log.
- Retrieve, open, and distribute mail.
- Maintain organized files, databases, and records in accordance with confidentiality policies.
- Prepare reports, correspondence, meeting materials, and program documents.
- Assist with scheduling meetings, trainings, and resident activities.

Program Support

- Support intake and orientation processes for new residents, ensuring accurate documentation.
- Track program participation, resident progress, and outcomes for reporting purposes.

- Assist staff and board of directors with coordinating workshops, community partnerships, and events.
- Maintain inventory of office and household supplies, placing orders as needed.
- Provide logistical and clerical support to program staff and volunteers.

Resident & Community Engagement

- Serve as a supportive point of contact for residents, directing them to appropriate staff or resources.
- Help communicate program guidelines, policies and upcoming activities to residents.
- Assist with volunteer coordination and donor engagement activities as assigned.

This description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job but indicates the general nature and level of work performed by an employee in this classification. Duties, responsibilities, and tasks may change, but adequate training will be provided.

Qualifications

- High school diploma or equivalent required; associate or bachelor's degree preferred.
- Minimum of 1–2 years of administrative or office experience (nonprofit or social services setting preferred).
- Demonstrated conflict resolution skills.
- Strong organizational, multitasking, and communication skills, especially written communication. Ability to accurately record information for required documentation while maintaining objectivity.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, SharePoint), Canva, and basic database systems.
- Ability to handle sensitive information with discretion and maintain confidentiality.
- Ability to maintain clear personal and professional boundaries.
- Compassion, patience, and professionalism when working with a diverse population and women experiencing homelessness (our target demographic).
- Commitment to the mission, vision, and values of Hospitality House.
- Must pass criminal background check.

Physical Requirements

- Ability to sit or stand for extended periods.
- Ability to lift up to 20 pounds occasionally (supplies, donations, etc.).

Compensation & Benefits

- Competitive hourly wage/salary ($25 - $27) DOE
- Paid time off
- Professional development opportunities