5119 Beckwith Blvd Suite 102 San Antonio, TX 78249 | www.specialreach.com | 210-784-7478

Job Title

Program & Administrative Support Specialist

Pay Classification: Part-time (15-25 hrs/wk) Non-Exempt - In-person

Reports to: Program Coordinator

Position Summary

The Program & Administrative Support Specialist must be organized, dependable and detail-oriented individuals to support administrative operations, participant enrollment, volunteer engagement, and program preparation. This position combines administrative responsibilities with active support for Special Reach programs.

If you are passionate about creating inclusive, meaningful experiences for children and individuals with developmental differences and enjoy working in a collaborative, hands-on environment, we welcome you to become part of the Special Reach team.

Mission

To provide dynamic enrichment programs for children and other individuals with developmental delays and respite for their families.

Salary

- Salary range: $20-$23 hourly rate, based on experience and skills

Program Participation Requirement

Employees must be available to attend, and support assigned Special Reach programs as needed. While not typically serving as a participant's primary caregiver, staff are expected to support program operations, assist with check-in/check-out, support volunteers and staff, prepare materials, and help ensure a safe and organized program environment.

Core Responsibilities

- Data entry and record maintenance.
- Updating spreadsheets and tracking systems.
- Processing participant and volunteer applications.
- Managing participant and volunteer records.
- Sending emails, texts, and follow-up communications.
- Tracking registrations, attendance, and payments.

- Volunteer recruitment and engagement support.
- Preparing program materials and staff folders.
- Program setup, operations, and cleanup.
- Maintaining KPI scorecards and end-of-day reports.

Required Technical Skills

- Microsoft Word, Microsoft Excel, Microsoft Outlook, Google Docs, Google Sheets, Google Drive, and Zoom.
- Candidates must be able to create folders, save files, upload/download documents, enter spreadsheet data, send professional emails, and participate in Zoom meetings.

Note: A skills assessment of the required technical skills will be required to demonstrate knowledge and proficiency.

Performance Expectations

- The Program & Administrative Support Specialist is expected to:
  - Complete assigned workflow tasks on time
  - Maintain accurate records
  - Meet KPI goals
  - Support successful program operations
  - Communicate proactively when issues arise
  - Demonstrates initiative by identifying potential issues early, communicating proactively, and helping solve problems before they impact participants, volunteers, or program operations.

Expected Schedule

15–25 hours per week, depending on program schedule and organizational needs. Candidates must be available to attend assigned Special Reach programs, including occasional evenings and weekends.

Physical Requirements

- Must be able to perform all required job tasks in a climate-controlled office and outdoors exposed to changing weather conditions.
- Must be able to lift and move up to 30lbs

Additional Requirements

Must be available for assigned programs, including occasional evenings and weekends

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The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

Please send cover letter and resume to Rita Sandoval at rfsandoval44@gmail.com

No phone calls only email if any questions.