

Disability Rights & Resources

Fighting for Justice... Advancing Independence

EMPLOYMENT OPPORTUNITY Part-Time Program Assistant

Disability Rights & Resources is seeking an individual to assist agency staff in delivering quality programs and services to people with disabilities. The position is 20 hours per week, and begins on January 3, 2022.

Qualifications

Education

- High School graduate and/or equivalent combination of education and experience.

Experience

- Life experience with a disability is preferred.

Skills and Knowledge

- Excellent written and verbal communication skills.
- Excellent organizational skills.
- Ability to manage multiple simultaneous projects and deadlines.
- General knowledge of independent living movement and philosophy preferred.
- General knowledge of customer service.
- Proficiency with Microsoft Office, Adobe Acrobat, web-based email and calendar, and Google Drive Suite preferred.
- Knowledge of sign language is a plus.

Job Responsibilities

- Assist program staff with service delivery to consumers, such as:
 - Assessing consumer needs and preparing written summaries for program staff to review before returning calls;
 - Assisting program staff at group presentations and training events, including group travel training trips;
 - Contacting consumers to gauge their satisfaction with agency programs and services; and
 - Performing research and clerical tasks such as preparing housing paperwork.

5801 Executive Center Drive
Suite # 101
Charlotte, NC 28212

PHONE 704.537.0550
FAX 704.566.0507
WEB www.disability-rights.org

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- Assist consumers and visitors to the agency at the front desk.
- Answer the agency telephone and transfer the caller to the appropriate staff member or resource.
- Attend monthly staff meetings and program staff meetings.
- Other duties as assigned by supervisor and management team.

Current Work Situation

- At the present time, agency staff are working in the office, with requests to work from home evaluated on a case by case basis. The agency is not currently open to the public, and services are being provided primarily by phone and email. Limited contact with consumers and vendors takes place outside of the office.

Employee Benefits

- Paid time off (starting at 8 hours/month)
- 12 paid holidays
- Life, disability, and vision insurance
- Retirement plan with employer match and supplement
- Voluntary dental insurance

How to Apply for the Position

- If you are interested in applying for the Program Assistant position, please submit your resume by email to:
 - **Lydia Cosgrove, Program Director, lydiacosgrove@disability-rights.org.**

Disability Rights & Resources is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, disability, age (40 or older) or genetic information (including family medical history).

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